

shall be free of dirt and debris.

Standard: At the end of the cleaning cycle, all uncarpeted and hard floors shall be clean and free of any soil, dirt, stains, water, cleaning solutions, or other foreign matter and have a uniform appearance with no streaks or swirl marks. No splash evidence on baseboards, furniture, or fixtures shall exist.

6.4.5 Machine Scrubbing

Requirement: The Contractor shall machine scrub hard floors and uncarpeted areas such as halls, shops, and lobbies. All hard floor areas shall be machined scrubbed to remove built-up dirt, soil, liquids or other foreign matter once per year. Moveable furniture, fixtures, and equipment shall be moved to complete scrubbing. When spray buffing, all moveable furniture, equipment, etc., shall be moved to complete task and floor surfaces shall be restored to a uniform luster. All items moved shall be returned to their original positions. If adjacent areas, walls, baseboards, doors, or furniture become marred or splashed with cleaning solutions, these areas shall also be cleaned. The Contractor shall provide a Machine Scrubbing schedule to the CO.

Standard: At the end of the cleaning cycle, all hard floor surfaces will be clean and free of any soil, dirt, stains, heel marks, and debris and have a high gloss appearance after properly cleaned. Baseboards, walls, furniture, doors, etc. shall be free of splash marks or mop streaks.

6.4.6 Stripping/Waxing/Sealing

Requirement: The Contractor shall:

- a. **Stripping** - Strip the finish from all vinyl, resilient, terrazzo, and tile floors, including stairs and landings once per year or as requested by CO. The stripping work shall be accomplished on the second shift. The Contractor shall remove all old finish or wax from floors using concentrated solution of a liquid cleaner or other manufacturer recommended techniques. Stripping of a floor includes corners and other areas that a scrubbing machine cannot reach. The Contractor shall remove wash water. The Contractor shall not splash or mar baseboards, walls, and furniture. The Contractor shall take up the cleaning solution and rinse the floor twice with clean water to remove all traces of cleaning solution. The Contractor shall not flood the floor with water, but instead use only enough water for a clean rise. The Contractor shall allow the floor to dry thoroughly after rinsing before applying the finish. The Contractor shall provide a Stripping, Waxing, and Sealing schedule to the CO. A finished floor is a floor adequately coated with an appropriate floor finish and is free of streaks, dust, dirt, and debris in all areas.
- b. **Finishing** - After stripping the floor, apply floor finish in coats as recommended by the manufacturer, allowing sufficient drying time between each coat. The Contractor shall use a floor finish suitable for the floor surface being finished. The Contractor shall apply only the last coat up to, but not touching, the baseboard; the previous coats shall be applied up to three (3) inches from the baseboard. Should there be more than eight hours delay before applying finish, after the floor has been cleaned or between coats, the Contractor shall again clean the areas to remove surface dirt and scuff marks before applying the finish. A finished floor is a floor adequately coated with an appropriate floor finish and is free of streaks, dust, dirt, and debris in all areas

Standard: When properly stripped/finished, floors shall be free of all stains, deposits, scuff marks, and other foreign matter. The floor shall have a uniform, high-gloss finish from wall to wall, including corners.

6.4.7 Spray Buffing

Requirement: The Contractor shall buff and restore hard floors, terrazzo, and slate floor surfaces to a uniform luster once per week. Prior to buffing, the floor shall be free of all loose dirt and litter. Buffing operations shall begin immediately after wax is thoroughly dry. Moveable fixtures, furniture, and equipment shall be moved, and the areas shall be waxed and buffed. All items will be returned to their original position. If adjacent areas, walls, baseboard, doors, furniture, etc. become marred or splashed with stripping or wax solutions, those areas shall also be cleaned.

Standard: Spray Buffing shall be accomplished according to the requirements above. When completed, a spray cleaned and buffed floor shall have a uniform, high-gloss finish, free of scuff- and heel-marks, streaks, water, dust, dirt, and debris. The floor finish shall be uniform from wall to wall, including corners.

6.4.8 Elevated Floors (Computer Floors)

Requirement: The Contractor shall mechanically remove all dust, dirt, soil, debris and other foreign matter from all raised-floor surface

areas once per week. When cleaning raised floors, the Contractor shall use equipment that does not cause static electricity build-up. Cleaning raised floors also includes cleaning raised floor tiles in place or by systematically replacing uncleaned tiles with clean tiles to allow cleaning to be done outside the building. The Contractor shall provide an approved schedule to the CO.

Standard: Elevated floor cleaning shall be accomplished in accordance with the approved schedule and requirements. At the end of the cleaning cycle, raised floor shall be free of all visible dust, dirt, soil, debris, and other foreign matter. All items moved to accomplish this task shall be returned to their original positions.

6.5 Trash

Requirement: The Contractor shall empty all waste containers including, but not limited to, loading dock trash bins, public area trash cans, and office trash cans every Monday, Wednesday, and Friday at the NASA facility, and dispose of at one of the disposal sites on the Main Base, Island, or Mainland. There are four central locations on the Main Base, one on the Island, and one on the Mainland. Trash removal for the Navy Facility shall be provided five days a week, Monday through Friday. All buildings shall be free of cardboard cartons and debris, such as empty boxes, packing materials, tape reels, and other disposable items. Care shall be used to remove only cartons, which are empty or clearly identified as trash. Waste containers shall be emptied, disinfected, and plastic liners replaced. Cardboard trash shall be broken down and put in the proper receptacles. All waste collected shall be secured in such a way as to prevent the adjacent areas from becoming littered. All spills resulting from leaking liners or receptacles shall be the responsibility of the Contractor.

Standard: Trash shall be removed and disposed of in accordance with the approved schedule and requirement listed above. At the end of the cleaning cycle, containers shall be free of all wastes and liners replaced.

6.6 Special Requirements

6.6.1 Navy Facilities

Introduction: The Contractor shall provide cleaning services and materials to the Surface Combat Systems Center (SCSC). These buildings include approximately 181,950 sq. feet. of office, shop, restrooms, hallways, entrances, and computer areas. Navy Housing Area, Q-1 through Q-28, and Q-31 through Q-53 shall be cleaned by the Contractor. Approximately 95% of the office area are carpeted.

6.6.2 Surface Combat Systems Center (SCSC)

Requirement: The Contractor shall provide cleaning services for the SCSC facilities, buildings R-23, R-25, R-30, Q-29, V-10, V-20, V-24, and U-90 between the hours 0600 and 1430 five days per week excluding holidays. The Contractor shall also clean the Navy Housing Area, Q-1 through Q-28, and Q-31 through Q-53. Approximately 95% of the office area are carpeted. Cleaning services shall include all trash removal as referenced in 6.5 (Trash) above. Floors shall be vacuumed, and all dust, dirt, and debris removed from special equipment, furniture tops, windowsills, corners and crevices. All computer room and resilient floor tiles shall be dust and damp-mopped daily. All items moved to accomplish task shall be returned to their original position. Carpets and mats shall be maintained in a clean condition.

Standard: At the end of the cleaning cycle, area shall be free of all dirt, soil, dust, cobwebs, and any other foreign materials.

6.6.3 Navy Housing (Change of Occupancy)

Requirement: The Contractor shall provide custodial services to clean the Navy Housing Areas, Q-1 through Q-28 and Q-31 through Q-53 at change of occupancy. The kitchen area floors shall be thoroughly scrubbed, and a coat of floor finish shall be applied and buffed. Kitchen appliance surfaces (inside and outside), including walls, grills, cupboards, counters, and exhaust fans shall also be scrubbed and polished thoroughly. The carpets shall be spot cleaned and shampooed in the living room and bedrooms. All tile floors shall be scrubbed and waxed, windows shall be washed inside and outside, and walls and blinds shall be scrubbed. The deck and patio areas shall be swept thoroughly and scrubbed clean. All Rest rooms shall be cleaned in accordance with requirements set forth in Section 6.2 (Restrooms).

Standard: At the end of the cleaning cycle, houses shall be free of all dirt, debris, dust, cobwebs, and wax build-up. Rest room fixtures, partitions, walls, and floors shall be free of stains and odors. Waste containers will be cleaned and disinfected.

6.6.4 Window/Glass

Requirement: The Contractor shall thoroughly and simultaneously clean all exterior and interior window surfaces, window frames, sills,

and sashes once per year at the NASA and Navy Facilities. All glass surfaces shall be cleaned and free of all streaks, stains, and shall be wiped dry. The Contractor shall not use ammonia or products containing ammonia to clean the glass. All paint, putty, film, and foreign matter found on surfaces shall be removed. Where insect screens exist, screens and screen frames shall be brushed free of dust, dirt, cobwebs, lint, and other debris. Brushing shall be accomplished outside of the building at a location that does not conflict with other activities or cause damage to screens. Screens that are removed shall be replaced in their original position. The Contractor shall submit a Window/Glass cleaning plan to CO.

Standard: When properly cleaned, all surfaces will be free of streak, film, deposits, and stains, and have a uniformly bright appearance and adjacent surfaces have been wiped clean. All items moved to accomplish the task shall be returned to their original positions.

6.7 Dormitories

Introduction: Wallops Flights Facility operates the Management Education Center, which require housing for trainees, including management and other personnel from various NASA Centers.

Requirement: The Contractor shall provide custodial services to the Dormitory Facilities, Buildings F-4 and F-5, 5 days per week, Monday through Friday, between the hours of 0600 and 1430. These buildings consist of 84 rooms and 74 rest rooms totaling approximately 14,000 sq. ft. Cleaning services shall include all trash removal, floors vacuumed (during and following occupancy), removal of dust, dirt, or debris from special equipment, furniture tops, all light fixtures, shades, doors, trim, walls, frames, and windowsills. Corners and crevices shall be dusted daily and free of all dust or dirt. All rest rooms shall be accomplished as set forth in Section 6.2. All resilient floor tiles shall be dusted and damp-mopped daily. All items moved to accomplish task shall be returned to their original position. The carpets shall be shampooed every 6 months.

Standard: All custodial services shall be provided in accordance with the requirements above. At the end of the cleaning cycle, area shall be free of all dirt, soil, dust, cobwebs, and any other foreign materials.

6.8 Cafeteria/Exchange/Williamsburg Room/Training Room, E-2

Introduction: The Wallops Employee Morale Activity (WEMA) provides Cafeteria Services for the Facility.

Requirement: The Contractor shall:

- a. Provide cleaning services for the NASA Cafeteria and: Williamsburg Room, Building E-2, five days per week, Monday through Friday, between the hours 2030 and 2230. This requirement shall not include cleaning any of the cooking areas behind the serving line or any of the cooking equipment. The cleaning services shall include floor sweeping, dust- and damp-mopping, carpet and rug vacuuming, damp-wiping furniture tops, and cleaning under tables. Entrance and rear portico shall be swept daily and free of all dirt, soil, debris, and other foreign matter. All interior and exterior glass shall be damp-wiped weekly. Rest rooms shall be cleaned in accordance with Section 6.2 (Restrooms).
- b. Provide cleaning services for the Training Room, (S-165) and the NASA Exchange in Building E-2, every other day. The cleaning services shall include floor sweeping, dust and damp mopping, carpet and rug vacuuming, damp-wiping furniture tops, and cleaning under tables.

Standard: At the end of the cleaning cycle, the Cafeteria/Exchange/Williamsburg Room/Training Room areas shall be free of all dirt, soil, dust, cobwebs, and any other foreign materials. Interior and exterior glass shall be left free of streaks and stains. All items moved to accomplish cleaning services shall be returned to their original location.

6.9 Management Education Center

Introduction: WFF operates the Management Education Center, which provides training facilities to Management, Employees, Navy, and Contract Personnel.

Requirement: The Contractor shall provide custodial services to the Management Education Center, Building E-104, five days per week, Monday through Friday, between the hours of 0600 and 1430 during non-class occupied times. The building consist of 38 individual rooms and 6 rest rooms totaling approximately 13,750 sq. ft. Custodial services shall include: trash removal, floor vacuuming, and dust, dirt, or debris removal from special equipment, furniture tops, and windowsills. Corners and crevices shall be free of all dust or dirt. All computer room and resilient floor tile shall be dust- and damp-mopped. All rest rooms shall be cleaned in accordance with requirements in

Section 6.2 (Restrooms). All items moved to accomplish task shall be returned to their original position.

Standard: When properly cleaned, the area shall be free of all dirt, soil, dust, cobwebs, and any other foreign materials.

6.10 Visitor Information Center (VIC)

Introduction: The Visitor Information Center is used by NASA and the public and houses space hardware and exhibits.

Requirement: The Contractor shall provide custodial services to the Visitor Information Center Buildings, J-17, J-20 and J-93, between the hours of 0700 and 1000 and between 1300 and 1430, Thursday through Monday from September 4 through June 25; and 7 days per week from June 26 through September 3. The Contractor shall furnish these services on three (3) Government Holidays per year, Memorial Day, July 4, and Labor Day. Cleaning services shall include: trash removal, floor vacuuming, and dust, dirt, or debris removal from special equipment, furniture tops, displays, and windowsills. Corners and crevices shall be free of all dust or dirt. All resilient floor tiles shall be dust- and damp-mopped. Rest room shall be cleaned in accordance with requirements in Section 6.2. All items moved to accomplish task shall be returned to their original position.

Standard: At the end of the cleaning cycle, the area shall be free of all dirt, soil, dust, cobwebs, and any other foreign materials.

6.11 Health Unit

Introduction: WFF 's Health Unit provides health services to the all WFF and Navy Employees

Requirement: The Contractor shall provide custodial services for the WFF NASA and Navy Health Unit, Building F-160, West Wing, five days per week, Monday through Friday, between the hours of 0600 and 1430. Cleaning services shall include all trash removal, floor vacuuming, and dust, dirt, or debris removal from special equipment, furniture tops, and windowsills. All corners and crevices shall be free of all dust or dirt. All hard floors, hallways, waiting rooms, surgical rooms, nurses stations, examination rooms, and laboratories shall be wet -mopped. All rest rooms shall be cleaned in accordance with Section 6.2 (Restrooms). All items moved to accomplish task shall be returned to their original position.

Standard: Health Unit facility shall be cleaned in accordance with requirements and approved schedule. At the end of the cleaning cycle, the area shall be free of all dirt, soil, dust, cobwebs, and any other foreign materials.

6.12 Telecommunication Facility Building

Requirement: The Contractor shall provide custodial services to the Telecommunication Facility, Building N-162 between the hours of 1000 and 1300, Monday through Friday, and between the hours of 1430 and 1530, seven (7) days per week including holidays. Cleaning services shall include: all trash removal, floor vacuuming, and dust, dirt, or debris removal from special equipment, furniture tops, and windowsills. Corners and crevices shall be free of all dust or dirt. All rest rooms shall be cleaned in accordance with requirements in Section 6.2 (Restrooms). All items moved to accomplish task shall be returned to their original position.

Standard: Custodial services shall be accomplished in accordance with the requirements above. At the end of the cleaning cycle, the area shall be free of all dirt, soil, dust, cobwebs, and any other foreign materials.

6.13 Miscellaneous Cleaning

6.13.1 Drinking Fountains

Requirement: The Contractor shall remove all soil, stains, liquids, trash, scale, rust, and other foreign matter from drinking fountains on a daily basis. An approved germicidal detergent shall be used when cleaning drinking fountains. All porcelain and polished surfaces, including the orifices and drains shall be disinfected. Any leaks or inoperable fountains shall be reported to the CO.

Standard: At the end of the cleaning cycle, drinking fountains shall be free of all dirt, stains, soil, and will have a non-abrasive high gloss appearance. Metal surfaces will be clean and bright, and free of deposits or tarnish.

6.13.2 Elevators

Requirement: The Contractor shall remove all dirt, soil, stains, liquid, trash, refuse, scale, and any other foreign matter from elevator cabs, exterior doors, panels, and door tracks twice per week. Any adjacent areas which becomes contaminated with foreign material including dust, dirt, or cleaning product residue, shall also be cleaned.

Standard: At the end of the cleaning cycle, the area shall be free of all dirt, soil, dust, cobwebs, and any other foreign matter and present a clean appearance.

6.13.3 Blinds

Requirement: The Contractor shall remove all laden dirt, soil, lint, stains, or other foreign matter from blinds monthly. Cleaning blinds shall be accomplished via dusting or vacuuming each louver and the frame.

Standard: At the end of the cleaning cycle, the area shall be free of all dirt, soil, dust, cobwebs, and any other foreign materials. Blinds, louvers, cords, hardware, and surrounding surfaces will present a clean, uniform appearance free of soil, marks, and other foreign matter.

6.13.4 Glass

Requirement: The Contractor shall monthly clean, all interior and exterior surface of all glass in entry ways bookcases, cabinets, and showcases thoroughly. The Contractor shall not use ammonia or products containing ammonia to clean the glass. All glass surfaces shall be clean and left free of streaks and stains, and all adjacent surfaces wiped dry. All paint, putty, film, and foreign matter found on glass surfaces shall be removed.

Standard: When properly cleaned, all surfaces will be free of streak, film, deposits, and stains, and have a uniformly bright appearance and adjacent surfaces have been wiped clean. All items moved to accomplish the task shall be returned to their original positions.

6.13.5 Convenience Sinks in Office/Shop Mess Areas

Requirement: The Contractor shall thoroughly clean all washbowls, convenience and shop sinks once per week. This includes cleaning countertops. The Contractor shall remove grease and other dirt with an all-purpose synthetic detergent or soap solution. The Contractor shall remove stains with scouring powder. The Contractor shall clean chromium-plated hardware with care so that the finish is not damaged.

Standard: When properly cleaned, sinks and washbowls shall be free of all dirt, grease, stains, film, or odor.

6.13.6 Chalkboards and White Boards

Requirement: The Contractor shall wipe all chalk-and white boards, trays, and remove dust from erasers on a weekly basis. The Contractor shall only clean chalk and white boards when the boards are free of all hand written material.

Standard: When properly cleaned, a chalk board and white board shall be free of all dirt, dust, film, chalk, and other debris.

6.14 Solid Waste

Introduction: WFF provides solid waste removal for the NASA facility, Navy, and National Oceanographic and Atmospheric Administration (NOAA) Command and Data Acquisition Station. The services for NASA and Navy facilities will consist of removal of Solid Waste from the Main Base, Mainland, and Wallops Island.

Requirement: The Contractor shall:

- a. Provide labor and equipment for the removal of solid waste from WFF, Navy, and National Oceanographic and Atmospheric Administration Command and Data Acquisition Station.
- b. All container locations shall be fully accessible for the use of standard equipment utilized by the Contractor in its collection operation.
- c. The Contractor shall dispose of all waste at the local County Landfill in Atlantic, Virginia.
- d. The Contractor shall ensure that waste receptacles containing liquids do not spill onto ground surfaces. If spills occur, the Contractor

shall be responsible for cleaning up spills resulting from leakage. The Contractor shall pickup all trash that is spilled during collection operation within a radius of 20 feet.

- e. All containers must be approved by the CO and must be repaired or replaced as needed. Repair or replacement will be required if container lids are damaged, excessive rust is present, or holes are found in the containers. Containers must be kept painted with a color approved by the CO and shall be positioned at designated locations.
- f. Containers shall consist of the following sizes: 90-gallon capacity, 4, 6, 30, and 40 cubic yard capacities. In locations where there are more than one container specified, larger units of equal capacity may be submitted with the approval of the CO. At the option of the Government, containers may be added or deleted at a pre-determined cost or credit to the Government.
- g. All containers must be emptied between 0800 and 1630, Monday through Friday. Emergency dumps shall be completed within 24 hours of notification by the CO. The Contractor shall submit a schedule for dumping containers to the CO.
- h. Be responsible for damage to Government property resulting from emptying solid waste containers at WFF.
- i. Provide equipment and labor to accomplish work specified as follows:
 - (1) Five (5), 40 cubic yard solid waste containers with A-roof and 3 doors. All containers shall be emptied weekly.
 - (2) One (1), 40 cubic yard container with electric auger for use with Model 22 paper digester. Container shall be emptied monthly.
 - (3) Three (3), 30 cubic yard open top roll-off containers. Containers shall be emptied twice monthly.
 - (4) One (1), 30 cubic yard recycling capacity type container with top and divider. Container shall be emptied monthly.
 - (5) Five (5), 6 cubic yard solid waste containers. All containers shall be emptied twice weekly.
 - (6) Two (2), 4 cubic yard containers. All containers shall be emptied twice weekly.
 - (7) Fifty-four (54), 90 gallon containers with roll-a-carts. All containers shall be emptied once monthly.
 - (8) Provide bulk pick-up of trash unsuitable for placement in 90 gallon containers. This service shall be provided to the 48 units of the Navy housing area on a quarterly basis.
 - (9) Provide 12 each emergency dumps for 30 and 40 cubic yard roll-off containers yearly.

Container Type, Location, Size, and Number of units are as follows:

- (1) 40 Cubic Yard with A-roof and 3 doors
 - Bldg. F-16 (Northeast side) – 1 each
 - Bldg. E-2 (Rear Café.) – 1 each
 - Bldg. E-2 (East end) – 1 each
 - Bldg. N-162 (Northeast corner) – 1 each
 - Bldg. X-35 (South side/Island) – 1 each
- (2) 40 Cubic Yard with Elec. Auger for use with Model 22 Paper Digester
 - Bldg. V-10 (Parking Lot/Island) – 1 each
- (3) 30 Cubic Yard Open Top (Construction Type)
 - Bldg. N-222 (Rear of Bldg.) – 1 each
 - Bldg. V-10 (Navy Parking Lot/Island) – 1 each
 - Bldg. V-20 (Navy Parking Lot/Island) – 1 each
- (4) 30 Cubic Yard Recycling type with Top and Divider
 - Bldg. E-7 (Rear) – 1 each
- (5) 6 Yard Containers with Lids
 - NOAA Facility (Parking Lot) – 1 each
 - Bldg. R-30 (Navy Driveway) – 1 each

Bldg. R-20 (Navy CDF) – 1 each
Bldg. F-3 (Rear) – 2 each

- (6) 4 Yard Containers with Lids
Bldg. U-40 (Parking Lot/Mainland – 1 each
Bldg. U-70 (Southwest Corner/Mainland) – 1 each

- (7) 90-Gallon Size (Roll-a-Cart)
Bldg. J-8 (Rear/VIC) – 2 each
Bldg. J-20 (VIC) – 4 each
Navy Housing (House Nos. 101-114, 116, 118, 120, 122, 124, 126, 128, 130, 132, 134, 136, 138, 140, and 142 – (28 each) and
201-217, 219, 221, and 223 (20 each) total 48

Standard: Waste shall be removed to ensure containers do not overflow. After collection, the waste receptacles shall be free of all waste. Areas surrounding all waste collection areas shall be free from litter, stains, odors, debris, and any other foreign matter. Waste shall be removed from facilities and promptly transported to specified location for pick up.

7.0 CHEMICAL AND BIOLOGICAL LABORATORY SUPPORT SERVICES

7.1 General Information

7.2 Water Quality Monitoring, Analysis, And Support (Category 2)

7.3 Analytical Chemistry Support

7.0 CHEMICAL AND BIOLOGICAL LABORATORY SUPPORT SERVICES

7.1 General Information

The Contractor shall provide a wide variety of chemical and biological analyses associated with Wallops Flight Facility (WFF). Work encompasses the main base, mainland, island, and the NASA visitors center water distribution systems, the main base wastewater treatment plant, the Chincoteague Virginia Coast Guard Station wastewater treatment plant, numerous storm water discharge points, and other requirements of WFF and tenant organizations. Reference additional permit requirements in Section 8.0 Environmental Management Support Services. All records and files shall be made fully accessible to the government during the period of performance of work, and shall become the property of the government at the end of the contract period.

Requirement: The Contractor shall supply full-scale analytical laboratory services necessary to ensure the compliance of WFF with the National Pollutant Discharge Elimination System (NPDES) permit, the Environmental Protection Agency (EPA), the Commonwealth of Virginia Department of Environmental Quality (DEQ), the Commonwealth of Virginia Department of Health (VDH), and other state and federal regulatory agencies and statutes governing wastewater/storm water discharges, potable water supplies, ground water remediation, and other systems/operations at WFF.

Standard: No violations resulting from the Contractor's permit responsibilities. All permits and required data submitted on time; all actions are properly tracked, documented and filed.

7.2 Water Quality Monitoring, Analysis, And Support (Category 2)

Requirement: The Contractor shall:

- a. Perform as prescribed by the permits sampling, delivery of samples to state and other remote labs, testing, monitoring of chemical and biological parameters, consultation with WFF, reporting to and correspondence with regulatory agencies. The Contractor shall have a complete understanding of and track in a format approved by the Contracting Officer all permit requirements and provide other services as may be necessary. The Contractor shall ensure compliance with the requirements of the NPDES Permit #0024457, dealing with wastewater/storm water discharges and the Virginia waterworks regulations and water system permits in requirements dealing with WFF's public water supply systems
- b. Perform as prescribed by the permits, surveys, collect information, process correspondence, develop reports, and conduct all activities necessary to assist in the renewal of the NPDES permit, water distribution systems permits, and the acquisition of other permits required by regulatory agencies. The Contractor shall be fully knowledgeable of all regulatory agency requirements applicable to WFF wastewater/storm water discharges and public water supply systems.
- c. The government will inform the Contractor of changes in equipment, conditions, and other factors affecting compliance with state or federal regulations. The Contractor shall report in the regulatory prescribed format and within the required time, such changes to the appropriate agencies to ensure permit or regulatory compliance.
- d. In the event that the DEQ, VDH, EPA, or any other regulatory agency notifies WFF of a request for a meeting or inspection of facilities and premises pertaining to water supply, wastewater, or storm water systems, the Contractor shall be present to provide information, reports, etc., when requested by the Government.
- e. Be responsible for timely and accurate reporting as required by regulatory agencies. Penalties, fines, and additional required reports, resulting from delinquent reporting or faulty or inaccurate testing on the part of the Contractor, shall be the responsibility of the Contractor.
- f. Prepare as prescribed by the permits, monthly permit reports and make copies for the respective system operators for their concurrence. The Contractor shall obtain signatures from the licensed operators on the two original reports and forward reports and other correspondence to the Contracting Officer for signatures and approval. These approved reports shall then be forwarded to the requesting agencies in accordance with permit deadlines. All reports, test results, correspondence, documents, and other information pertaining to WFF wastewater/storm water and potable water supply as developed under the conditions of this statement of work shall be recorded electronically and on paper and accurately filed by the Contractor and shall be made available to the Government.
- g. Provide technical support services to the government in the resolution of matters pertaining to wastewater/storm water discharges and potable water supply. The Contractor shall provide the support service in the form of consultation, planning, testing, and research, to obtain compliance with the applicable requirements of regulatory agencies. The Contractor shall provide to the CO within 24 hours of receipt of the request, an estimated completion date unless it is a minor action as mutually agreed by the Contractor and CO.

Standard: See 7.1 Standard.

- h. On a regular basis, wastewater systems, storm water systems and water systems may require testing and analysis. These testing services shall be provided by the Contractor on an "as required" basis and shall include all tests required of the permits, any additional tests that state or federal agencies may require, and tests required by the government. The Contractor shall provide to the CO within 24 hours of receipt of the request an estimated completion date unless it is a minor action as mutually agreed by the Contractor and CO.

Standard: See 7.1 Standard and Standard Methods for the Examination of Waste and Wastewater, latest edition.

- i. Conduct monthly analysis as prescribed by the permit of samples from the U.S. Coast Guard Chincoteague Station and complete the Discharge Monitoring Report for NPDES Permit #0087327. Testing shall be as required by the permit as well as any additional tests which state or federal agencies may require.

Standard: See 7.1 Standard and NPDES Permit #0087327.

- j. In addition to the NPDES permit requirements, the Contractor shall run other tests, document the results and forward them to the Contracting Officer on time as required by the Contracting Officer to assist in the operation of the wastewater treatment plant. Such testing shall include, but not be limited to the following:

<u>Test</u>	<u>Frequency</u>
Influent CBOD	3 per week
Influent TSS	3 per week
Influent TKN	3 per week
Aeration MLVSS	3 per week
Aeration D.O.	2 per day
Sludge Vol. Index	1 per day
Influent D.O.	1 per day
Aeration pH	2 per day
Influent pH	1 per day

Standard: Tests are performed in accordance with Standard Methods for the Examination of Waste and Wastewater, latest edition, and Wastewater Treatment Plant O & M Manual. Tests are performed on time and at the required frequencies. Tests are documented as specified by the Contracting Officer.

- k. Develop and maintain a file system and information database, which shall be maintained in both a hardcopy and electronic format. This system shall be formatted and maintained to be accessible through the existing WFF electronic networking system, using access security. This filing system shall include all permits, test requirements, test results, correspondence, operations data, meteorological data, and other data which the government and or Contractor finds necessary to support facilities operations. Such data shall be used as an historical archives, for the operation of the wastewater/storm water, and potable water systems for reporting to regulatory agencies, and to provide charts, graphs and reports which shall be used to track plant operations and maintain compliance with all federal and state requirements.

Standard: See 7.1 Standard.

- l. Coordinate with operations personnel to obtain data input, to include flows, operational test results, operator adjustments, observations, comments, and operational problems. The Contractor shall monitor the test data for permit compliance and shall immediately notify the government of a noncompliance, or a trend that might lead to a noncompliance issue. The Contractor shall, utilizing the database information, work with the operators to assist in developing standard operating procedures and solve operational problems.

Standard: See 7.1 Standard and Wastewater Treatment Plant O & M Manual.

- m. Setup within 30 days following the contract start date and maintain an up-to-date, complete regulatory compliance schedule in electronic format, accessible to the Contracting Officer at all times, which indicates what is due and when, the date it was sent, the location of the test results, and concerns or issues as a result of the test. The Contractor shall, when communicating with agencies such as the EPA and DEQ, go through proper government channels.

Standard: See 7.1 Standard and schedule submission and maintenance requirements.

7.3 Analytical Chemistry Support

Introduction: The Contractor shall provide a wide variety of analytical chemistry tasks associated with GSFC WFF. These tasks include, but are not limited to, operating, maintaining, calibrating, troubleshooting, modifying, and cleaning of analytical equipment used to perform chemical analyses. Special care must be exercised to assure proper handling of equipment and chemicals. Some tests shall be carried out on a regular basis, some on an as-needed basis, and some will be ordered by the Contracting Officer to solve a particular problem. Many of the tests shall use prescribed techniques; others may require unique procedures to be developed by the Contractor. All test procedures and test results shall be submitted to and approved by the CO.

Requirement: The Contractor shall:

- a. Communicate so there is a clear and mutual understanding with on-site users that require chemical analyses. Contractor shall be responsive to the customer's needs by responding orally or in writing within two days to the customer's inquiries. All oral conversations shall be logged and a record of all correspondence shall be retained on file. Communications shall be thorough such that the Contractor has a clear understanding of the customer's requirements and can take appropriate action as and when required.

Standard: All oral and written communications shall be timely mutually understood and documented. Customer (9/10) satisfaction with timeliness, quality, responsiveness and professionalism.

- b. Analyses shall be performed on numerous substances, examples of which include: oxidizers, aviation fuel/deicing inhibitor and flash point lubricants, hydraulic oils-wear metals/viscosity/particulate analysis, breathing oxygen or air, hydrazine, PCB's in transformer oil, asbestos (qualitative analysis), copper and lead, etc. The Contractor shall use established test procedures. All test procedures and test completion dates shall be submitted to and approved by the CO within 24 hours or a mutually agreed time. The Contractor shall perform analyses in accordance with military standards or Government-provided procedures. In other cases, the Contractor shall be responsible for choosing the analytical technique. In the latter case, the Contractor shall select an appropriate "standard" technique or develop a unique process, and shall be responsible for ensuring that the precision and accuracy of the test meets the requirements of the application.

Standard: Analyses are done in accordance with the approved procedures, timeliness and documentation requirements.

- c. Operate, maintain, calibrate, troubleshoot, and make minor repairs in accordance with the respective Owners/Operator's Manual and its maintenance schedule to government-owned laboratory equipment such as gas chromatographs, atomic absorption spectrophotometers, UV-Visible-Near IR spectrophotometers, and other analytical laboratory equipment.

Standard: Equipment is available for use at least 90% of the time.

- d. Provide environmental health measurements for the hydrazine storage and fueling operation, and shall maintain and calibrate on a schedule all associated equipment required to perform these tasks. This requirement also requires, at a minimum, a weekly change of cassette tape for monitoring the hydrazine detector. The Contractor shall document all actions in an electronic file. This task will only be required when hydrazine is at the storage area.

Standard: Actions are complete, documented and timely in accordance with the requirement.

- e. Interact effectively with many other organizations, interpret their requirements, recommend solutions to their problems, and implement solutions.

Standard: Customer (9/10) satisfaction with responsiveness, effectiveness, knowledge, professionalism and timeliness.

- f. Maintain the assigned workspaces in a neat and orderly manner reflecting good housekeeping and safety practices. This shall include the storage areas of chemicals and supplies as well as offices and work areas. The Contractor shall maintain an inventory of all chemicals as required by WFF.

Standard: The Contractor shall comply with all federal, state, and local regulations. Zero notices of violation.

8.0 ENVIRONMENTAL MANAGEMENT SUPPORT SERVICES

8.1 General Information (Category 3)

8.2 Routine and Recurring Services.

8.2.1 Acquire Federal, State, and Local Environmental Permits

8.2.2 Conduct Annual Compliance Self-Assessments (Category 3)

8.2.3 Conduct Annual Inspections (Category 3)

8.2.4 Prepare, Implement & Track Corrective Action Plans (CAP) (Category 3)

8.2.5..... Demonstrate Compliance with Permits, Regulatory Standards and Standard Management

8.2.6 Interface with Regulatory Agencies

8.2.7 Review Regulations

8.2.8 Manage On-site and Off-site Hazardous Waste Activities (Category 3)

8.2.9 Evaluate Environmental Media

8.2.10 Provide Technical Consultation

8.2.11 Develop Environmental Management System

8.2.12 Maintain Tracking and Reporting Systems (Category 1)

8.2.13 Regulatory Reporting

8.2.14 Environmental Outreach Programs

8.2.15 Maintain Government Records (Category 2)

8.2.16 Track Status of Environmental Programs (Category 3)

8.2.17 Environmental Training Program

8.2.18 Pollution Prevention Program

8.3 Non-routine Special Studies (IDIO)

8.0 ENVIRONMENTAL MANAGEMENT SUPPORT SERVICES

8.1 General Information (Category 3)

Introduction: The Contractor shall provide Environmental Support as identified in this statement of work.

Requirement: The Contractor shall:

- a. Provide management, administration, supervision, labor, materials, supplies, and equipment, except those designated as government furnished, necessary to assist Goddard Space Flight Center's Wallops Flight Facility (GSFC/WFF) Environmental Office in the implementation and maintenance of the environmental program at Wallops Flight Facility, Wallops Island, VA. Contractor personnel shall be fully qualified in accordance with prescribed environmental regulations and NASA policy guidance. Personnel shall provide these services, free of significant errors. Unsatisfactory deliverables will be returned to the Contractor, who shall redo the work in a time that's mutually agreed to by the CO. These support services include both routine and recurring services and non-routine special studies and services. All services shall be in compliance with applicable Federal, State, and local laws; permits and permit conditions; Presidential Executive Orders; NASA Policy Directives; NASA Policy Guidance; NASA regulations, instructions, plans, and programs; and where applicable tenant regulations and policy. All data is the property of the Government and shall be available to the government at all times and shall be the property of the government at the conclusion of this contract.

Standard: Work is performed completely, on time and in accordance with prescribed statutes, regulations and NASA guidance. No penalties assessed as a result of Contractor error or omission.

- b. Implement a task tracking and management system in the form of an electronic database for all services provided in this section. This tracking system shall include at the minimum, date of receipt, due dates and completion dates. This shall be updated weekly not later than each Tuesday COB and be made available for review at anytime by the NASA environmental office staff.

Standard: The Contractor's tracking and management system includes all of the required information and is updated on time and available for review at all times.

8.2 Routine and Recurring Services.

Introduction: Routine and recurring services, to be completed on a continual basis with minimal direction from the Government, include:

8.2.1 Acquire Federal, State, and Local Environmental Permits

Requirement: The Contractor shall prepare timely and accurate documentation needed to acquire various environmental permits from Federal, State, and local agencies. Quality and format of documentation shall be such that compliance permits are successfully obtained and the terms are in the government's best interest. All deliverables shall be submitted within a mutually agreed upon time with the CO to allow for CO review and approval prior to submission to the agencies.

Standard: See 8.1 Standard.

8.2.2 Conduct Annual Compliance Self-Assessments (Category 3)

Requirement: The Contractor shall conduct timely and accurate annual compliance self-assessments in an approved format, using the appropriate NASA Headquarters established protocol. NASA Headquarters will determine the required date. All aspects of 16 programmatic areas shall be addressed in a three-year cycle, with one-third of the programs assessed each year. The assessment shall be a true assessment as validated by the Government and regulatory agency audits. Contractor's format shall be submitted to and approved by the government at least 60 days prior to submission of the initial self-assessment.

Standard: See 8.1 Standard. Contractor's format is submitted to and approved by the CO on time. The Self-assessment is submitted on time and adequately addresses all 16 programmatic areas. The Self-assessment is a true assessment as reasonably compared to NASA or regulatory agency audits.

8.2.3 Conduct Annual Inspections (Category 3)

Requirement: The Contractor shall conduct annual multi-media environmental facility inspections. Not later than October 1 annually, the Contractor shall submit to the Contracting Officer for approval, a proposed format and a schedule for the next 12 months. Inspections shall take place within 2 days of the approved scheduled dates, unless the CO approves schedule change. All facilities shall be inspected unless otherwise agreed to by the CO to ensure compliance with applicable requirements. Inspection results shall be filed and maintained electronically and available for viewing by the Environmental Office staff for viewing at any time.

Standard: See 8.1 Standard. Inspections are performed completely, on time and in accordance with approved format.

8.2.4 Prepare, Implement & Track Corrective Action Plans (CAP) (Category 3)

Requirement: The Contractor shall prepare, implement and track adherence to corrective action plans for instances of non-conformance identified in the annual self-assessments and all facility inspections. CAPs shall be prepared within 7 days of receiving documentation of the non-conformance or findings, approved by the CO, take appropriate action, and maintain the plan up-to-date in an electronic format so that it can be easily accessible and monitored by the CO.

Standard: Contractor prepares, implements and tracks the approved CAP and any action items on time.

8.2.5 Demonstrate Compliance with Permits, Regulatory Standards and Standard Management Practices

Requirement: The Contractor shall ensure and demonstrate compliance with all applicable permits, regulatory standards, and standard management practices. These include but are not limited to sample collection, monitoring, record-keeping, report preparation, training, inspections, data reporting, etc.

Standard: See 8.1 Standard..

8.2.6 Interface with Regulatory Agencies

Requirement: The Contractor shall interface on a regular basis with Federal, State, and local regulatory agencies. The Contractor shall maintain a professional demeanor and respond to all inquiries within 24 hours. The CO shall be kept apprised of any critical communications and of any controversial and regulatory-related matters, as they become known to the Contractor. All such issues shall be documented for the record within 1 hour of occurrence.

Standard: See 8.1 Standard. Regulatory Agency feedback is 100% positive based on professional demeanor and response.

8.2.7 Review Regulations

Requirement: The Contractor shall review, interpret and assess the impacts of existing and proposed regulations and prepare the associated implementation plans. All regulations shall be reviewed within 14 days of receipt and implementation plans prepared and submitted for CO approval within 60 days of regulation receipt. The interpretation and ensuing implementation plan shall be thorough, complete, and documented in electronic format such that they are accessible to the CO for review at any time.

Standard: See 8.1 Standard. Contractor provides this support to successfully comply with the quality, timeliness and documentation requirements.

8.2.8 Manage On-site and Off-site Hazardous Waste Activities (Category 3)

Requirement: The Contractor shall:

- a. Manage on-site hazardous waste activities, including but are not limited to materials during use, in storage, and waste products generated, in accordance with State and Federal regulations. This includes collecting and transporting hazardous waste on government property with Contractor-owned vehicles; identifying and implementing cost-effective waste minimization, pollution prevention, and recycling efforts; and managing 90-day hazardous waste storage facilities, including the performance of regular inspections. The Contractor shall fully cooperate with the WFF tenant hazardous materials programs.

Standard: See 8.1 Standard. Contractor provides this support to successfully comply with the quality, timeliness and documentation requirements.

- b. Arrange for disposal of hazardous waste, non-usable hazardous material and other wastes restricted from local disposal at facilities pre-approved by NASA. The Contractor shall provide all services, materials, licenses and equipment necessary for final disposition of hazardous waste, non-usable hazardous material and other wastes restricted from local disposal including sampling, analysis, packaging, marking, labeling, manifesting, transportation, treatment, interim storage, disposal, destruction, and all other actions to assure final disposition of all hazardous waste and materials from Wallops Flight Facility. Submit Hazardous Waste Manifest to the Contracting Officer for signature. Shipments must be coordinated with the Contracting Officer to assure availability for signature. Provide monthly reports to the Contracting Officer. Reports shall include manifest number, waste description, disposal method, container number, container type and quantity, NASA profile, disposal profile, disposal quantity and units, unit price (NASA cost), extended price (NASA cost), transportation costs, other costs associated with pickup and disposal, a total waste disposal cost (NASA cost) and other available information requested by the Contracting Officer.

Standard: See 8.1 Standard.

8.2.9 Evaluate Environmental Media

Requirement: The Contractor shall provide support in the evaluation and management of all environmental media including but not limited to Resource Conservation Recovery Act (RCRA), Clean Air Act (CAA), Clean Water Act (CWA), Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA), Emergency Planning and Community Right-to-Know Act (EPCRA), National Environmental Policy Act (NEPA), etc.

Standard: See 8.1 Standard.

8.2.10 Provide Technical Consultation

Requirement: The Contractor shall provide technical consultation services, including review of projects, documents, policies, procedures, and guidelines, etc. relating to environmental issues. All consulting services shall be provided within the amount of time mutually agreed to with the requestor, be completed to the satisfaction of the requestor, and electronically documented within 24 hours of completion.

Standard: See 8.1 Standard. Contractor provides this support to successfully comply with the quality, timeliness and documentation requirements.

8.2.11 Develop Environmental Management System

Requirement: The Contractor shall continually develop, maintain, and implement various environmental management policies, plans, procedures, and guidelines.

Standard: See 8.1 Standard. Contractor provides this support to successfully comply with the quality, timeliness and documentation requirements.

8.2.12 Maintain Tracking and Reporting Systems (Category 1)

Requirement: The Contractor shall maintain daily and update not later than the Government required reporting date for all data, various tracking and reporting systems such as hazardous materials, recycling, affirmative procurement, etc., including data collection and verification.

Standard: See 8.1 Standard. Contractor provides this support to successfully comply with the quality, timeliness and documentation requirements.

8.2.13 Regulatory Reporting

Requirement: The Contractor shall prepare internal and external regulatory reporting (e.g., recycling, RCRA, CWA, EPCRA, CAA, pollution prevention, etc.), complete and accurate, not later than 3 working days prior to its due date to allow for review and approval by the CO. The Contractor shall maintain an electronic file of all documents so that the Government may easily review it at any time.

Standard: See 8.1 Standard. Contractor provides this support to successfully comply with the quality, timeliness and documentation requirements.

8.2.14 Environmental Outreach Programs

Requirement: The Contractor shall develop and implement internal and external environmental outreach programs in accordance with NASA policy.

Standard: See 8.1 Standard.

8.2.15 Maintain Government Records (Category 2)

Requirement: The Contractor shall maintain government records including physical maintenance of environmental facility records and compliance documentation. The government shall be afforded access to these records at all times. These records shall be the property of the government and shall be turned over to the CO on contract completion or termination. Records shall be controlled and maintained in accordance with Federal, State, and local regulations, NASA Policy Document 1440.6E and Environmental Management System (EMS) requirements.

Standard: See 8.1 Standard. Contractor provides this support to successfully comply with the quality, timeliness and documentation and regulatory requirements.

8.2.16 Track Status of Environmental Programs (Category 3)

Requirement: The Contractor shall electronically track the status of environmental programs, including, but not limited to: permits; inspections; studies and reports; enforcement actions; corrective action plans; spills; surveys, etc. Included shall be start dates, due dates, completion dates, reporting requirements, and other pertinent information as mutually agreed to by the CO.

Standard: See 8.1 Standard. Contractor provides this support to successfully comply with the quality, timeliness and documentation and regulatory requirements.

8.2.17 Environmental Training Program

Requirement: The Contractor shall develop and implement an environmental training program to meet all applicable regulatory requirements (RCRA, etc.) and best management practices.

Standard: See 8.1 Standard. Contractor provides this support to successfully comply with the quality, timeliness and documentation and regulatory requirements.

8.2.18 Pollution Prevention Program

Requirement: The Contractor shall develop and implement a pollution prevention program. This is an on-going program. The plan shall be submitted to the CO for approval within 30 days of the contract start date and updated on the anniversary date annually.

Standard: See 8.1 Standard. Positive trend toward meeting NASA established goals. Contractor provides this support to successfully comply with the quality, timeliness and documentation and regulatory requirements.

8.3 Non-routine Special Studies (IDIQ)

Introduction: Non-routine special studies include site characterization and restoration activities, compliance order demonstrations, wetland surveys, preparation of NEPA EA and EIS documents, etc.

Requirement: The Contractor shall submit to the CO for approval a plan to perform non-routine special tasks, schedule, and cost estimate within five working days of their initiation by the government.

Standard: See 8.1 Standard.

9.0 OCCUPATIONAL MEDICINE

9.1 General - Reference and Technical Documents

9.1.1 Government Furnished Equipment (GFE)

9.1.2 Work Schedule

9.1.3 Staffing

9.2 Medical Treatment/Emergency Services

9.2.1 Occupational (Category 1)

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9.7.1 Health Education and Counseling

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9.7.4 Medical Supplies and Equipment

9.7.5 Supplemental Services

9.7.6 Emergency Accidents

9.7.7 Industrial Hygiene Program

9.0 OCCUPATIONAL MEDICINE

9.1 General - Reference and Technical Documents

Introduction: To provide medical service to personnel at any location, there are certain codes, standards, rules, and regulations that are required to be followed in order to ensure professional treatment of all personnel. Adherence to these guidelines also ensures that facilities meet standards necessary to maintain insurance. Examples of some of the codes and regulations that may have to be adhered to are the Joint Commission on Accreditation of Hospital Organizations (JCAHO), American Medical Association (AMA), American with Disabilities Act (ADA), National Fire Protection Association (NFPA), Occupational Safety and Health Administration (OSHA), Commonwealth of Virginia codes, Navy and NASA codes.

Requirement: The Contractor shall be aware of all the codes and regulations that apply to operating a government medical treatment facility and shall maintain a copy of the pertinent codes at the facility at all times. The Contractor shall provide a central location within 45 days of the contract start date for copies of the pertinent regulations and make available to the Contracting Officer for approval. The Contractor shall adhere to all codes and regulations necessary to operate the facility.

Standard: Code regulations are filed on time and meet requirements. All codes and regulations are adhered to.

9.1.1 Government Furnished Equipment (GFE)

Introduction: Located on main base, there is a medical treatment facility that is available for use by both NASA and Navy personnel. The facility has the capability to perform routine medical services, limited emergency medical services, and routine dental services. Both military and civilian personnel stationed at Wallops Flight Facility currently use the medical treatment facility. Since there is a current medical facility in use, there is certain equipment that will be made available to the Contractor that is owned by the government. The government will provide the Contractor a detailed listing of all equipment and supplies currently used at the medical facility that will be made available for Contractor use. The Contractor shall be responsible for maintaining the equipment per guidelines established in this document. Any additional equipment that the Contractor feels is necessary to provide adequate medical services shall be provided by the Contractor and maintained by the Contractor.

Requirement:

- a. The Contractor shall be responsible for maintaining all government furnished equipment and ensuring that it is available for use at all times.

Standard: All government-furnished equipment (GFE) shall be available for use at least 98% of the time.

- b. The Contractor shall provide a log of all maintenance performed on government furnished equipment. Information such as date of maintenance, type of maintenance performed, equipment that maintenance was performed on, etc. shall be contained in the log.

Standard: The log shall be readily available for government inspection.

9.1.2 Work Schedule

9.1.2.1 Routine

Introduction: See also Section 1 - Working Hours. The normal working hours for government personnel are from 0700 hours to 1630 hours. The Contractor shall provide staffing for the period of 0730 hours to 1630 hours. In addition to establishing time periods for some of the routine tasks, the Contractor shall still be required to handle appointments not related to the routine tasks.

Requirement: The Contractor shall develop, not later than the contract start date and then updated weekly not later than noon Friday for the coming week, an electronic or paper schedule for the routine services provided at the clinic and publish it for all government personnel.

Standard: The Contractor shall publish the schedule on time in a manner that shall be readily visible (i.e. Navy Plan of the Day/NASA Home Page) to all government personnel.

9.1.3 Staffing

Introduction: At the current time, there are both Navy and NASA personnel that occupy the medical treatment facility. In the past, they operated independent of one another and provided assistance on an as-needed basis. Under this contract, the services are to be combined. The Navy will provide at least two medical personnel for the purpose of assisting in military examinations and maintaining records at the facility. The Contractor shall provide the personnel necessary to complete the medical mission delineated in the remainder of this section of the contract.

Requirement: The medical facility shall be open 5 days a week, Monday through Friday. The Contractor shall provide a physician for a minimum of 8 hours/day, 3 days/week, 52 weeks/year to meet the demands placed on the medical facility by government personnel. Other designated personnel shall support the facility during normal working hours 5 days a week (Monday through Friday). All personnel shall be properly certified with respect to Virginia, Tri-Care, JCAHO, and government codes/standards.

Standard: Staffing is adequate to meet demands.

9.2 Medical Treatment/Emergency Services

9.2.1 Occupational

(Category 1)

Introduction: Civil Service and military personnel employed at the Wallops Flight Facility and the Surface Combat Systems Center (SCSC) located at the Wallops Flight Facility are eligible to receive diagnosis and treatment at the MTF. In addition, Contractor personnel may be eligible for medical services based on their contract with the government. Personnel that are injured or become ill during working hours may receive medical services at the MTF that are limited to initial treatment and diagnosis only. Further consultations, treatments, etc. shall require the patient to be referred to their primary care physician or other specialists as needed.

Requirement: The Contractor shall:

- a. Provide initial treatment and diagnosis for all personnel during working hours regardless of whether such injury or illness was sustained by the employee in the actual performance of his/her duty.

Standard: Treatment and diagnosis is done in accordance with AMA standards. Patients are priority treated in accordance with the severity of the injury/illness.

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- b. Refer employees with non-job related conditions to their private physician unless additional treatment is recommended by the private physician and is deemed advantageous to the Government in avoiding excessive time off from work. Treatment and diagnosis for non-job related conditions shall be limited to first aid only.

Standard: Treatment and diagnosis is in accordance with AMA standards.

- c. Provide initial diagnosis and treatment for eligible contracting personnel who sustain an on-the-job-injury or occupational illness. The Contractor shall refer all personnel to their private physician if the illness or injury may result in lost time for the individual.

Standard: Treatment and diagnosis is in accordance with AMA standards.

- d. Provide training and appropriate forms to employees for occupational Injuries or illnesses. The NASA Form 1627b will be completed using the Incident Reporting Information System (IRIS)

Standard: Meets quality, timeliness and documentation requirements.

9.2.2 Non-Occupational

Requirement: The Contractor shall:

- a. Provide initial treatment and diagnosis to civil service and military personnel with a non-occupational injury or illness that occurs during normal working hours. The Contractor shall provide treatment for medical conditions in which the individual would not reasonably be expected to seek the attention of a private physician or in order to enable the individual to complete their current work shift prior to consulting with a private physician. The Contractor shall refer the patient to their private physician as needed upon completion of the initial treatment.

Standard: Initial treatment and diagnosis is in accordance with AMA standards.

- b. Administer medications and referral treatments to all civil service and military personnel subject to approval of the physician/medical director whenever medications are furnished by employee with a prescription from the individual's private physician in order to retain the employee at work.

Standard: Medications and treatments are administered on an as-needed basis in accordance with the guidelines established by the private physician.

9.3 Health Exams/Physicals

9.3.1 Military

Introduction: The military performs health exams/physicals on a periodic basis (5-year intervals), at re-enlistment, and upon retirement or separation. These exams are comprehensive in nature and require several tests to be administered. The government will provide the Contractor with the current procedures used.

Requirement: The Contractor shall administer health exams/physicals to military personnel stationed at Wallops Flight Facility on a basis coordinated with Navy Corpsmen. Physicals shall be administered according to Navy Standards (BUMED) and Manual of Medical Department practices.

Standard: Physicals are performed on schedule and in accordance with the applicable medical standards.

9.3.2 Non-Military

Introduction: All NASA employees and Navy personnel shall be offered a baseline health examination at three (3) year intervals. (Baseline examinations are synonymous with "complete exams.") For the years in between the baseline exams, these employees shall be offered yearly partial exams to monitor personnel for changes in their physical conditions. Some NASA employees and Navy personnel are required to have health examinations. Examples of personnel who would require a health examination (complete or partial) are as follows: newly hired personnel, personnel in special occupations believed to be hazardous to themselves or others, FAA examinations for operators, personnel going on foreign travel, personnel returning to duty, personnel on medical disability, personnel separating from duty, etc. In addition, military dependents will be eligible to receive health exams and physicals on an as-needed basis.

Requirement: The Contractor shall:

- a Perform baseline exams as required for NASA and specified Navy personnel. The Contractor shall administer the exams/physicals in accordance with the current NASA and Navy criteria (to be provided by the Contracting Officer to the Contractor).

Standard: Physicals are performed on schedule and in accordance with the applicable medical standards.

- b Offer partial exams at yearly intervals to Civil Servant employees for the two years between the baseline examination. Partial exams shall be administered in accordance with the current NASA and Navy criteria (to be provided by the government to the Contractor).

Standard: Partial physicals are performed on schedule and in accordance with the applicable medical standards.

NOTE: Additional testing may be administered to NASA personnel at the discretion of the Health Unit physician. Additional tests and/or examinations may be administered more frequently if warranted by medical findings, hazards in the workplace environment, or other job-related conditions and as recommended by the Medical Director.

- c Administer stress tests to NASA personnel to monitor for cardiac problems. Stress tests are offered to all NASA personnel beginning at the age of 44 and every 3 years subsequent. Stress tests shall be conducted in accordance with current NASA guidelines and standards (to be provided to the Contractor).

Standard: Stress tests are performed on schedule and in accordance with the applicable medical standards.

- d Administer all job related health examinations to all employees working at WFF on an as-needed basis. Examinations shall be administered when the individual is engaged in a special occupation believed to be directly hazardous to themselves or indirectly hazardous to others or those occupations identified by federal regulations that require examinations. Such occupations may include, but are not limited to, those requiring the wearing of respirators, food handlers, chemical handlers, pilots, painters, welders, radiation workers, crane operators, Firefighters, Security Police, launch critical assignments, specified disease screening, and special equipment operators. Exams shall be done in accordance with the standards required by the type of exam given (i.e. FAA physicals, Physical Exam for Rectification Crane Operators License).

Standard: Health exams are performed on schedule and in accordance with the applicable medical standards.

- e Perform PAP's, Well Baby Exams, school, and sports physical exams to all dependents of military personnel. The Contractor shall also perform other health examinations to dependents on an as-needed basis. Examinations shall be conducted in accordance with AMA, Navy, and any other pertinent guidelines (i.e. sports physicals require specific tests based on prescribed requirements).

Standard: Exams are performed on schedule and in accordance with the applicable medical standards.

9.3.3 Medical Surveillance

Requirement: The Contractor shall coordinate and perform on an as-needed basis or as required by regulations, medical surveillance with industrial hygiene, radiation, safety, and environmental personnel to assure that employees exposed to on-the-job potential health hazards are included in the Occupational Medicine Program and provide any necessary health examinations. The Contractor shall comply with NASA Policy Directive NPD 1810 Occupational Medicine Program and Navy NAVOSH guidelines with respect to occupational medicine programs.

Standard: Medical surveillance is coordinated, performed on time, and in accordance with the requirements.

9.4 Immunizations

Introduction: Immunizations which are required by local, State, Federal, or international laws or regulations shall be administered to GSFC's WFF personnel on an as-needed basis (e.g., foreign travel). Tetanus, influenza, and other immunizations compatible with good public health and preventative medicine measures shall be administered to Civil Service employees on a voluntary basis. Immunizations may also be administered to Contractor personnel in accordance with the terms of their contractual arrangement, or when deemed advantageous to the Government, on a voluntary basis. Immunizations shall also be given to dependents of military personnel to include children.

Requirement: The Contractor shall administer immunizations on an as-needed basis. Immunizations shall be done in accordance with current BUMED standards.

Standard: Immunizations are performed on schedule and in accordance with the applicable medical standards.

9.5 Medical Records**(Category 2)**

Introduction: For all Civil Servant and military personnel, there is a need to maintain medical records of all examinations done while personnel are stationed at Wallops Flight Facility. Any information contained in the records shall be considered "confidential" and shall be complete enough to provide data for use in job placement, health maintenance treatment, and rehabilitation. Medical records are also used in establishing health standards, epidemiological studies, and for assisting management with program evaluation and improvement. While the Contractor may maintain the medical records for Civil Servants, it should be noted that all medical records are the property of the Government. Military personnel permanently stationed at Wallops Flight Facility currently maintain a set of military records.

Requirement: The Contractor shall:

- a. Maintain records for all civil servants and ensure confidentiality of all information contained within the records. Confidentiality shall be maintained in accordance with Office of Personnel Management (OPM) Regulations, NASA regulations (for NASA employees), Navy regulations (for Navy employees), and the Privacy Act of 1994.

Standard: No instances of compromised confidentiality.

- b. Provide access to civil servant medical records in accordance with NASA regulations (for NASA employees and Navy regulations (for Navy employees).

Standard: No instances of unauthorized issuance of records per 14 CFR 1212.202.

- c. Properly "stamp" all documentation maintained in each individual medical record. The stamp should include, as a minimum, the physician's full name and medical title. No piece of documentation shall be inserted into a patient's medical record without being stamped by the physician.

Standard: No instances of unstamped documentation for military personnel and 1 out of 10 instances of unstamped documentation for civilian personnel.

- d. Maintain the medical records on file unless one of the following has occurred: the civil servant has been transferred to another activity where it is not necessary to maintain a medical record or a civil servant has retired from the government and no longer needs a medical record. Medical records shall be disposed of in accordance with the requirements of NASA Records Retention Schedule (NASA Handbook 1441.1B) and the Department of the Navy protocol.

Standard: Records are transferred or disposed of in accordance with prescribed standards.

- e. Maintain the medical records on file unless one of the following has occurred: the military member has been transferred or has left the military service. Medical records shall be transferred in accordance with the requirements of the Department of the Navy protocol.

Standard: Records are transferred in accordance with prescribed standards.

9.6 Health Standards and Certifications

Introduction: As with any medical program, there are certain certifications or requirements for the physician and staff to ensure that personnel are being treated by competent individuals. It is also important for the physician and staff to be medically fit and free of any diseases or contagions which may be passed on to patients during the treatment process. There are also board certifications that the physician and staff must have in order to practice medicine and it is necessary for the Contractor to provide proof of certification to the government prior to providing care at Wallops Flight Facility. As for treatment of military personnel there are additional certifications needed because the government utilizes the Composite Healthcare Service System (CHCS), which is a computer based program for labs, x-rays, pharmacy, appointments, etc. Personnel providing medical treatment must be certified according to TRICARE. The government provides a training program on CHCS that includes the following: orientation and desktop training, order entry, etc.

Requirement: The Contractor shall:

- a. Be fully trained in the CHCS system and shall be approved by TRICARE for practicing medicine on military personnel and dependents. The Contractor shall also be able to use the HCFA (AMA Uniform Health Insurance Claim Form) used by Blue Cross/Blue Shield and Worker's Compensation.

Standard: Must meet criteria for TRICARE provider.

- b Provide personnel who are medically fit and shall provide evidence of sound physical and mental health status of the health providers prior to the performance of services. The Contractor shall provide documentary evidence, upon request by the Government, to the Contracting Officer within 5 working days of the request.

Standard: Evidence is complete and submitted on time.

- c Provide documentary evidence, upon request by the Government, of immunity to measles, mumps, and rubella (MMR) by all personnel associated with the medical facility. Such evidence can be through proof of serological testing which shows seropositivity to MMR or through proof of vaccination (persons born before 1957 must have received one dose of MMR vaccine and persons born in 1957 or later must have received two doses of MMR vaccine). The RSA provider shall provide evidence, in form of a signed physician record/statement or results from an accredited laboratory to the CO within 5 working days of the request.

Standard: Evidence is complete and submitted on time.

- d Both staff and patient shall be protected from possible transmission of Hepatitis B to the maximum extent possible. Therefore, the Contractor shall accomplish immunization or provision of evidence of seropositivity for Hepatitis B at the earliest possible time following commencement of service by every person who has patient contact. The Contractor shall ensure that all personnel abide by one of the following guidelines for Hepatitis B vaccine. Prior to performance of services, the Contractor shall: provide documentary evidence, upon request of the Government, of receiving at least three doses of recombinant Hepatitis B vaccine currently licensed in the United States; or, provide documentation of receiving an initial dose of the Hepatitis B vaccine. The vaccine series shall be completed within 6 months of the RSA provider's start date. Evidence of completion of the Hepatitis B vaccine series shall be provided to the CO, upon request by the Government; or, provide evidence of immunologically effective anti-HB levels in lieu of proof of recombinant Hepatitis B vaccines. Assays must be performed in a laboratory accredited by the American Society of clinical Pathologists (ASPC) and/or the College of American Pathologists (CAP) or, all evidence shall be in the form of signed physician record/statement or results from an accredited laboratory. Contractor shall provide documentary evidence within 5 working days, upon request by the Government.

Standard: Evidence is complete and submitted on time.

- e. The Contractor medical personnel shall be screened for tuberculosis and shall provide documentary evidence of such screening, in the form of a signed physician record/statement or results from an accredited laboratory, to the CO, upon request of the Government. Contractor shall provide documentary evidence within 5 working days of the request.

Standard: Evidence is complete and submitted on time.

- f. PPD tests shall be repeated not less than every year or, for RSA providers who are known to have PPD reactors, evaluation and counseling shall be conducted in accordance with current Center for Disease Control and Prevention (CDC) guidelines. Documentation of testing or evaluation and counseling shall be provided to the CO within 5 working days

Standard: Documentation is complete and submitted on time.

- g. Provide documentary evidence, in the form of a signed physician record/statement or results from an accredited laboratory of immunity to varicella for personnel working in the MTF. Such evidence can be through proof of positive varicella antibody titer or by a written statement of their history of chicken pox infection. Evidence shall be provided to the government within 5 working days upon the request of the Government.

Standard: Documentation is complete and submitted on time.

- h Be responsible for the management of personnel who have been identified as HIV-positive. Management of HIV-positive personnel shall be consistent with current CDC guidelines and Section 503 of the Rehabilitation Act (29 U.S.C. Section 793) and its implementing regulations (41 CFP Part 60-741).

Standard: HIV-positive personnel are managed in accordance with requirement.

- i Take all precautions necessary for the prevention of transmission of HIV during all procedures and treatments. The Contractor shall comply with CDC's "universal precautions" for prevention of transmission of HIV.

Standard: Precautions for HIV-positive personnel are in accordance with requirement.

- j Meet and maintain, as a minimum, the following qualifications for a physician:

- (1) Graduation from a medical school approved by the Liaison Committee on Medical Education of the American Medical Association or certification by the Educational Council for Foreign Medical Graduates (ECFMG).
- (2) Graduation from a residency-training program in Family Practice approved by the Accreditation Council for Graduate Medical Education or those Canadian training programs approved by the Royal College of Physicians and Surgeons of Canada or other appropriate Canadian medical authority. A minimum of 20 years experience in primary care medicine is an acceptable alternative.
- (3) Board certification in Family Practice. A minimum of 20 years experience in primary care medicine is an acceptable alternative.
- (4) Board certified to practice Occupational Health. A minimum of 3 years experience in Occupational Health medicine is an acceptable alternative.

Contractor shall provide evidence of certification and/or experience within 5 working days prior to contract start date.

Standard: Evidence is complete and submitted on time.

- k Provide physicians that have a current, valid, unrestricted license from any state. The Contractor is responsible for complying with all applicable State licensing regulations. Contractor shall provide evidence of state licensing within 5 working days prior to contract start date.

Standard: Evidence is complete and submitted on time.

- l Provide physicians with a current Federal (DEA number) narcotics license. Contractor shall provide evidence of certification within 5 working days prior to the contract start date.

Standard: Evidence is complete and submitted on time.

- m Provide a physician that possesses current certification in American Heart Association Basic Life Support (BLS) for Healthcare Providers; American Heart Association Healthcare Provider Course; American Red Cross CPR (Cardiopulmonary Resuscitation) for the Professional Rescuer; or equivalent. In addition, the physician shall have current certification in Advanced Cardiac Life Support (ACLS) and current certification in Pediatric Advanced Life Support (PALS). Contractor shall provide evidence of certification within 5 working days prior to contract start date.

Standard: Evidence is complete and submitted on time.

- n Provide a physician with a minimum of one year full-time post residency experience within the last three years as a family practice physician. The Contractor shall also provide documentation of successful completion of annual classes for Infection Control and Safety as required by the Joint Commission. Contractor shall provide evidence of certification within 5 working days prior to the contract start date.

Standard: Evidence is complete and submitted on time.

- o Provide nurses that are RN's. Contractor shall provide evidence of certification within 5 working days prior to contract start date.

Standard: Evidence is complete and submitted on time.

9.7 Miscellaneous

9.7.1 Health Education and Counseling

Requirement:

- a The Contractor shall be responsible for establishing and conducting a Health Education Program with the specific intent of encouraging employees to maintain their personal health off the job as well as healthful work habits on the job. As a minimum, this Program shall provide: (1) advisory services to supervisors regarding the mental and physical health and well-being of their employees, (2) distribution of health promotional information via such media as pamphlets, films, and periodic articles in the GSFC's WFF news media; and (3) disaster medical care. The Contractor may also address other educational topics that are considered to be beneficial to government employees. The Contractor shall provide the Program for government approval within 14 working days of contract start date.

Standard: Program is complete, submitted and performed on time.

- b The Contractor's medical staff shall be required to assist the Safety and Environmental Branch in training programs, or conduct oral presentations on pertinent medical topics. Assistance shall be provided on a monthly basis, as needed.

Standard: Customer satisfaction based on responsiveness, knowledge, and provision of technical aids.

- c To promote health awareness, specific health screening examinations shall be offered to all government employees for disorders such as hypertension, diabetes and glaucoma (as examples). The Contractor shall develop a schedule for the screening exams and submit to the government for approval.

Standard: Screenings are performed in accordance with the approved schedule.

9.7.2 Employee Assistance Program

Requirement: The Contractor shall:

- a Staff and manage an Employee Assistance Program (EAP) at WFF. The Contractor shall provide personnel that are capable of handling mental health situations, drug and alcohol abuse situations, etc. as part of the employee assistance program. The Employee Assistance Program shall have personnel with a Master's Degree in an accredited mental health field and have a drug and alcohol assessment expertise. EAP personnel shall be licensed to practice in any state. Contractor shall provide evidence within 5 working days prior to the contract start date of the employee qualifications.

Standard: Evidence is complete and submitted on time.

- b The Employee Assistance Program Counselor shall be required to arrange for confidential assistance to government employees or members of their families who are experiencing emotional problems such as depression, anxiety, family stress, drug abuse problems, or alcoholism. Assistance shall generally be in the form of referral to a qualified specialist or an organization that is especially trained/equipped to handle such problems. At a minimum, the Contractor shall provide: (1) on-site counseling and monitoring of employee progress, (2) management consultations, and (3) supervisory and employee training. The Contractor shall be able to provide this service (on an as-needed basis) within twenty-four (24) hours after a request is made by the CO.

Standard: Services are provided on time. No instances of confidentiality breach.

9.7.3 Clinical Laboratory Services

Requirement: The Contractor shall:

- a Obtain laboratory services as needed for analyzing specimens, blood samples, etc. from a certified laboratory. Laboratory shall be subject to approval by the government.

Standard: Laboratory testing is performed as required.

- b Provide the capability to pick up laboratory specimens on a daily basis. Results from specimen analysis shall be transmitted within 24 hours of receipt to the MTF appropriate personnel by either hard or electronic copy. The Contractor shall handle specimens in accordance with the manner specified by the performing laboratory.

Standard: Results are transmitted completely and on time.

- c Provide the capability to perform all x-rays off-site. Method for performing x-rays shall be approved by the CO.

Standard: X-rays are performed at off-site CO approved facilities.

9.7.4 Medical Supplies and Equipment

Requirement: The Contractor shall:

- a Provide all equipment and supplies (outside of GFE) necessary to support the Occupational Medicine Program and the MTF. This includes any equipment necessary (again, outside of GFE) to maintain Advanced Life Support status for the health clinic at Wallops Flight Facility. The Contractor shall provide to the CO for approval a listing of equipment outside of GFE that shall be used in the health clinic within 10 working days of contract start date and validated annually.

Standard: Listing is complete and submitted on time.

- b Replace any equipment that does not conform with AMA standards or manufacturer's recommendations or that shall provide an unsafe condition when used in treatment of government personnel or emergency situations. The Contractor shall notify the government of problems with government furnished equipment that shall require replacement. The Contractor shall also develop the procedures for taking equipment out of service for maintenance and replacing equipment.

Standard: All equipment is safe for use.

- c Provide preventive maintenance in accordance with the respective operation maintenance manual on all equipment to avoid significant downtime for any single piece of equipment. If significant downtime of a piece of equipment occurs, the Contractor shall have systems in place to ensure that all emergency response and treatment scenarios can be adequately handled.

Standard: Equipment is maintained according to schedule and no piece of equipment shall be down for more than 24 hours without a backup system in place.

- d Perform as required all calibrations on equipment that does not need to be sent out for calibration. The Contractor shall arrange for calibration of equipment that must be done by outside sources and provide means necessary to get equipment to that source. The Contractor shall ensure that equipment is calibrated in accordance with the manufacturer recommendations. For equipment that is sent out for calibration, the Contractor shall ensure that the piece of equipment shall not affect the overall capability to provide treatment capabilities. If the equipment does affect treatment capabilities, then the Contractor shall ensure that adequate measures are in place to

replace that piece of equipment while it is out for calibration. The Contractor shall send out equipment to outside sources for calibration no later than 1 month prior to its scheduled calibration date. The Contractor shall provide all of the equipment necessary for emergency response at all times.

Standard: 100% of critical equipment as determined by the Contractor and approved by the Contracting Officer is properly calibrated at any time or a comparable replacement is available.

- e Develop and maintain a log of equipment that requires calibration, the frequency of calibration, etc. that details when the equipment was last calibrated and when it is expected to be calibrated again.

Standard: The calibration log shall be maintained at the MTF and be readily available for government inspection.

9.7.5 Supplemental Services

Requirement: The Contractor shall:

- a Be required to provide the services of qualified specialists such as: Ophthalmologist, Radiologist, Psychiatrist, and/or Psychologist.

Standard: These services are provided when needed.

- b Conduct medical examinations, consultations, and recommendations for job assignment during periods of convalescence due to serious illness or injury. Medical evaluations for handicapped employees and consultation to management on issues related to compliance with ADA shall be considered as part of this service. The Contractor shall refer to NASA Management Instruction 3792.1 for additional information.

Standard: These services are provided when needed.

- c The Medical Director shall act as the Drug Control Officer. This individual shall have responsibility (in conjunction with the Navy medical personnel) for the ordering, receiving, storing, maintaining, issuing, and destroying of narcotic and sedative drugs. The Contractor shall comply with applicable AMA standards, regulations, and law with respect to drug handling.

Standard: Drug Control Officer duties are performed per the requirement.

- d Maintain appropriate hazardous materials emergency treatment and antidote drugs necessary to treat WFF personnel involved in hazardous materials incidents. Medication shall be readily available for treatment of personnel involved in hazardous materials incidents.

Standard: Medications are available as required.

- e Provide special services at times other than normal Health Unit duty hours. (A typical activity requiring non-routine support would be a rocket launch whereby the potential hazards are such that medical and emergency personnel should be on standby status.) Other activities such as special demonstrations, disaster relief (i.e., hurricanes), hazardous operations and emergency situations also fit into this category).

Standard: Special services are provided as needed.

9.7.6 Emergency Accidents

Requirement: The Contractor shall:

- a Respond to the command post of an emergency within a reasonable amount of time (dependent upon location of incident) when requested in the near vicinity of the WFF location with a medical Doctor and/or Nurse as appropriate. The Contractor shall provide treatment to WFF employees and other individuals under the conditions described above. The Doctor and/or Nurse responding to an accident shall furnish his own transportation to the scene of the accident. The Contractor shall not jeopardize the lives of others while in route to the incident or allow the patient's condition to become more critical due to slow response.

Standard: Emergency services are provided in a timely manner as needed.

- b Develop a plan to manage initial triage of multiple patients. The primary purpose of the plan shall be to handle multiple patients at the Health Unit, but the plan shall be capable of handling field situations. The Contractor shall develop plans for handling potentially contaminated patients who walk into the Health Unit and for the treatment of these patients. The Contractor shall work

with emergency service personnel and submit within 15 days prior to the contract start date a plan to the government for approval.

Standard: The Plan is complete and submitted on time.

- c. Serve as the "Jurisdictional Medical Director" for advanced life support emergency medical services at WFF. The Contractor shall be responsible for WFF EMT's by ensuring that their training is up to date and reviewing their work.

Standard: Performs Jurisdictional Medical Director responsibilities as and when required.

9.7.7 Industrial Hygiene Program

Introduction: The Goddard Space Flight Center located at Greenbelt, Maryland provides the Industrial Hygiene Program (IHP) to NASA personnel at WFF. This includes fit testing for hearing protection, annual training, fit testing for respirators and providing them, and the safety spectacle program.

Requirement: The Contractor shall be required to interface with and support the Industrial Hygiene Program. Employee medical records shall be updated to reflect all actions by the IHP. For medical records, see Section 9.5. Contractor shall submit a plan within 30 days of contract start date to the contracting officer for approval.

Standard: Plan is complete and submitted on time.

10.0	<u>SECURITY SERVICES</u>
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10.10	<u>Intentionally Left Blank</u>
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10.20	<u>Communications</u>
10.21	<u>Vehicles</u>
10.22	<u>Locksmith Services</u>
10.23	<u>Federal Arrest Authority</u>

10.0 SECURITY SERVICES

10.1 General Information

Introduction: The overall security mission of NASA's GSFC's WFF is the protection of federal Government assets (personnel, equipment, materials, facilities, and information) on the areas specified. Security services are required 24 hours per day, 365(366) days a year.

NASA's GSFC's WFF is the host organization. NASA's GSFC's WFF is responsible for maintaining a secure infrastructure that enables NASA and a variety of organizations to perform a wide range of federal, state, and commercial functions, all within the realm of public interest and benefit. Tenant activities with assets to be protected include, but are not limited to, federal and state agencies: Dept. of Commerce (NOAA), Dept. of Defense, (Navy, Surface Combat Systems Center (SCSC)) & (Navy, NAWC, Patuxent River, MD), Dept. of Transportation (USCG, Group Chincoteague), and the Commonwealth of Virginia, (Virginia Commercial Space Flight Authority).

Requirement:

- a. The Contractor shall furnish all labor, supervision, materials, equipment, transportation, and management necessary to provide security services in accordance with security references, instructions, directives, and the requirements specified herein. These services include, but are not limited to guard services, perimeter security, access control, receptionist services, visitor control, badging, traffic control, locksmith services, accident investigations, and assistance with criminal investigations.

- b. The Contractor shall provide sufficient relief to allow for meal and rest breaks, and must ensure that all uniformed posts have continuous coverage during breaks in accordance with this contract. The supervisor or any other security guard assigned to another "fixed" post (as defined in the contract) may not be used for this purpose.
- c. The Contractor shall perform all work in accordance with references, directives, "Government-approved operations procedures plans", Security Standard Operating Procedures (SOP) and this subsection.
- d. The Contractor shall comply with all applicable codes and regulations governing security guard services in the Commonwealth of Virginia.
- e. The Contractor shall comply with all directives/references, and applicable SOPs in the performance of this contract. The Contractor shall maintain a current copy of the SOP at each guard post or position. A detailed review of the SOP shall be provided as part of each employee's initial training and each time the SOP is modified. No employee shall be assigned to duty unless he/she is thoroughly knowledgeable of and understands the SOP. The SOP will be modified periodically to reflect required changes in the Government's guard services policies and procedures. Special Orders are short term or one-time changes to the SOP. The current or most recent edition will be used. Should a mandatory directive/reference be revised, the Contractor shall comply with the requirement of the revision at no additional cost to the Government, unless such changes result in an increase or decrease in contract requirements. Where directives or references between agencies appear to specify different requirements, directives of the agency that is the direct recipient of the service will be used, as applicable. Where directives or references provided by different agencies address requirements applicable to safety, the more stringent requirement will be the standard, unless otherwise specified by the cognizant Government agency representative.
- f. Incidents involving serious injury or death, catastrophes, major accidents, fires, crimes, terrorist incidents, or which involve a serious breach of security, or other incidents that the Government may designate to the Contractor, require a preliminary verbal report within 5 minutes of Contractor notification of the incident, to the CO. Deliverables listed here and elsewhere in the contract must be presented not more than 24 hours after a routine incident. Specified complex deliverables must be presented to the Government within 5 working days, or as mutually agreed to by the Government and the Contractor with unique, longer-term requirements.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.2 Security Management, Supervision, and Administrative Services (Category 1)

Requirement: The Contractor shall:

- a. Operate a security headquarters to perform the administrative support for guard services, badging, support for personnel security, fingerprinting of personnel, and other administrative functions.
- b. Brief all security personnel on any pertinent information pertaining to their post/position.
- c. Inspect security personnel for uniform and appearance standards.
- d. Establish a Reception Center and Identification Section in Building N-127 for employees and visitors entering the WFF. The Reception Center (Building N-127) is located at the entrance to the Main Base. All badging and fingerprinting are done at this location and visitors to the WFF are processed here for access to the Main Base, the Mainland, and Wallops Island. The Reception Center shall be staffed continuously, 24 hours per day, 7 days per week, 365(366) days per year. The Identification Section shall be staffed continuously during normal business hours, 0730 to 1615.
- e. Establish a satellite Reception Office in the Navy headquarters, Building R-30, to operate Monday through Friday during normal working hours.
- f. Provide employee/visitor control for the WFF. Operate, maintain, and control a system of identification for employees, visitors, and vehicles. Includes issuance and database maintenance of badges/keycards.
- g. Provide badge/keycard assembly, issuance, and tracking.
- h. Operate a security management information system with responsibility of entering data, maintaining databases, and providing reports on locks/keys, badges, keycards, decals, employee files and incident reporting systems. This Security Information System includes but is not limited to the Security Information System (SIS), the Locator Information Services Tracking System (LISTS), the Electronic Access Control and Intrusion Detection Systems (EACIDS), and internal databases. **(Category 1)**
- i. Prepare and issue temporary, permanent, and visitor badges to employees and visitors.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.2.1 Identification Section Services

Requirement: The Contractor shall:

- a. Prepare and issue permanent, temporary, and visitor badges using SIS and LISTS. Prepare and issue keycards using EACIDS. The Government provides the databases. The control of badges/keycards shall include logging, reporting, and filing all transactions and invalidating all lost and/or unaccounted for badges/keycards.

- b. Provide notice to Contractors and tenants of expired badges and keycards, including follow-up; provide coordination of foreign national visitors; support meetings with badging services at locations on the WFF; and process other badges as required.
- c. Ensure all Government-furnished equipment and materials issued by the Goddard Security Office (e.g., badges, keys, keycards, etc.) are returned and/or accounted for at the time of an employee's termination. SIS, LISTS, and EACIDS shall be continually maintained with status changes for individuals.
- d. Information shall be entered into SIS and EACIDS and updated in LISTS with no errors. Corrections shall be made immediately when notified of errors and/or changes.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.2.2 Fingerprinting Services

Introduction: It is a requirement that WFF personnel be fingerprinted for the purpose of the Government conducting background investigations.

Requirement: The Contractor shall fingerprint WFF personnel when required by the CO.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.2.3 Lost and Found

Introduction: Found personally-owned property is generally turned into the Facility Operations Manager of the building in which the item was found. However, found property may be turned into the WFF Security Office as well.

Requirement: The Contractor shall:

- a. Provide a central lost and found.
- b. Maintain a list of lost items, accept found items, and secure them until they can be transferred to authorized personnel or to the CO for disposition.
- c. Be fully responsible for items in the Contractor's possession.
- d. Make every effort to identify the owner and return the property to its rightful owner in a timely manner.
- e. Document and record the recovery, track the item, and arrange for the appropriate disposition.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.3 Security Surveys/Inspections

Requirement: The Contractor shall:

- a. Conduct physical security surveys and inspections to identify security weaknesses and recommend appropriate safeguards and physical security devices.
- b. Conduct preliminary investigations of reported thefts, to include gathering information, interviewing witnesses, taking statements, and preparing appropriate reports of investigation.
- c. Assist in law enforcement interagency liaison to include plans and agreements with local law enforcement agencies.
- d. Provide investigative support to conduct incident and special investigations.
- e. Assist in the presentation of and conduct security awareness/crime prevention briefings to WFF employees.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.4 Operations Procedures Plan

Requirement: The Contractor shall develop an Operations Procedures Plan for the provision of security services at WFF. The objective is to perform security services in accordance with written and bound procedures to ensure that WFF is provided quality, reliable and efficient security services. The plan shall be developed using the following guidelines: (1) existing NASA, GSFC, WFF, and Navy SCSC Security SOPs, (2) federal guidelines specified in the U.S. Code for NASA, DOC, DOT, and DOD authority and jurisdiction. The Plan shall address:

- a. Any special instructions and Security SOPs to be used in performing security services at WFF, observations to be made, special rounds and patrols, escort procedures including VIPs, procedures for various threat conditions, procedures for handling traffic accidents and criminal activity and emergency conditions.
- b. Radio procedures, call signs, and various points of contact.
- c. Schedules for known recurring work, such as roving patrols and the posting of guards.
- d. Safety and accident procedures.
- e. Submit a draft initial plan to the Contracting Officer (CO) for approval at least thirty (30) days prior to the contract start date. The initial Plan should incorporate existing WFF and Navy SCSC documentation, procedures, and standards pertinent to this subsection. The Contractor shall review the Plan at least quarterly, make updates, and resubmit the updated Plan (or a written memorandum validating that the existing plan is still accurate in all respects) to the CO for approval by the third work day of the start of each quarter. Deviation from the approved Operation Procedures Plan and SOPs is acceptable only with the approval of the CO.
- f. Provide input into drafting new Government operating procedures for consideration by the Government.

Standard: The Contractor shall perform all Requirements accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.5 Training

Requirement: The Contractor shall:

- a. Provide for the training of uniformed guards, receptionists, and locksmiths.
- b. Ensure that all security personnel shall be trained in accordance with the requirements listed herein.
- c. Develop, implement, manage, and enforce a training program for all security force personnel, including uniformed, supervisory, administrative, and technical personnel, to include on-the-job training, an orientation training program for new employees, a refresher/in-service training program for all security personnel.
- d. Submit, within 10 calendar days after contract award, the proposed training plan to the CO for review and approval. The training plan shall include the following, at a minimum, for Orientation, In-Service, and Firearms Proficiency Training (if applicable) requirements:
 - (1) Name and location of training facilities. If training facility is not an institute accredited to provide such training, names and qualifications of instructors shall be included.
 - (2) Dates/Times training courses are to be presented.
 - (3) The Government reserves the right to reject the training plan if it determines that training facilities are inadequate and/or instructors are not qualified to provide such training. If the training plan is rejected, the Contractor shall submit a new training plan within 10 calendar days. Revisions to the approved training plan shall be submitted to the CO for review/approval within five calendar days of such revision. In the event of personnel turnover, new Contractor employees must complete training under the Contractor's then current training plan. The Government reserves the right to audit all or part of Contractor provided training courses.
- e. In-service training. Written verification that all personnel have successfully completed all required training. Provide each employee with 40 hours of required initial (orientation) training and 24 hours of annual must be submitted to the CO within 3 working days of completed training. Orientation training must be completed within 30 days from date of hire.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.6 Access Control

Introduction: The purpose of access control is to limit access to the WFF and its facilities to authorized personnel and vehicles. It is the policy of NASA to regulate visits and control visitors to NASA installations. To accomplish this objective, formal requirements and procedures have been established for authorized access and identification. All personnel are required to present to the guard upon entry and will display at all times while on Center an authorized, valid NASA, GSFC, or WFF identification badge.

Requirement: The Contractor shall provide access control at NASA's GSFC's WFF in accordance with Security SOPs and the following

paragraphs:

- a. Protect security areas against unauthorized access.
- b. Deter and report unauthorized personnel or vehicular entry into areas designated by the CO.
- c. Control access to the WFF by assuring positive identification by verification of authorized identification media.
- d. The Contractor shall provide uniformed personnel to control access and direct traffic to the WFF at the Main Gate and at the Wallops Island Gate 24 hours a day, 365(366) days a year. The Contractor shall deter and/or prevent all unauthorized persons and vehicles from gaining or attempting to gain access to the WFF.
- e. The Contractor shall also open and staff other gates for authorized access.
- f. The Contractor shall not allow unauthorized access to the facility or compromise of secure/classified resources.
- g. Authorized personnel or vehicles shall be allowed entry within one minute after arrival and the Contractor shall minimize traffic congestion during peak periods of personnel arrivals and departures.
- h. All work shall be performed in accordance with the NPG 1620.1, Security Procedures and Guidelines; GHB 1600.1, GSFC Security Manual; and all other applicable NASA, GSFC, and WFF regulations, policies, and procedures.
- i. All gates shall be closed to inbound traffic and locked, and an "all secure" report made in accordance with the specific procedures contained in the SOP within two minutes of notification by the shift supervisor. Authorization for closing the gates remains with the Government.
- j. All gates shall be closed to outbound traffic and locked, and an "all secure" report made in accordance with the specific procedures contained in the SOP within two minutes of notification by the shift supervisor. Authorization for closing the gates remains with the Government.
- k. The Contractor shall lock and unlock gates, buildings, and rooms and shall respond to lock/unlock requests within 15 minutes (emergency situations or other unforeseen operational requirements may occasionally delay this service).
- l. The Contractor shall maintain a record of all nonscheduled gate/building/room openings/closings.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.6.1 Visitors

Introduction: Access to the GSFC is restricted to authorized personnel. Persons who are not in possession of a valid NASA, GSFC, or WFF identification badge, shall be processed as visitors.

Requirement: Visitors shall be processed and badges shall be made and issued in the Reception Center or other area designated by the CO. The Reception Center and the designated Navy Satellite Reception Office shall be staffed with personnel skilled in communicating and dealing with the public and knowledgeable in the policies and procedures for visitors' access onto the WFF. All visitors shall be processed through these facilities as quickly as possible and shall be approved and authorized prior to being permitted access onto the WFF.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.6.2 Visit Requests

Introduction: Visit Requests (or Visit Authorization Letters) when it is anticipated that classified information will be disclosed during a visit to the WFF.

Requirement:

- a. The Contractor shall receive visit requests and/or clearance verifications from Contractors and visitors from other federal agencies or private organizations and provide level of clearance verification in response to telephonic requests. A copy of the Visit Request shall be forwarded to the NASA point of contact.
- b. The Contractor may be required to provide access control to other areas on the Center; i.e., Range Control Center and/or conference rooms during classified operations/meetings. A list of names of authorized personnel is generally provided to assist security personnel in knowing who is authorized access to the areas.

- c. Information from the visit requests and clearance verifications shall be maintained in the electronic database in accordance with the SOPs.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.6.3 Foreign National Visits

Introduction: Foreign National Visitors are authorized access onto the WFF only with the prior approval of the CO.

Requirement: The Contractor shall coordinate visits by foreign nationals and shall prepare and issue appropriate badges.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.6.4 Airport Security

Introduction: The WFF airport is used by NASA and other federal government employees, military personnel, private businesses, and the general public for the landing of aircraft (either on a routine, one-time, or emergency basis).

Requirement: The Contractor shall coordinate visits for visitors/project personnel arriving by aircraft and shall prepare and issue appropriate badges.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.7 Roving Patrol, Fixed Posts, and Perimeter Security

Introduction: Security Patrols are required 24 hours a day, 7 days a week. To deter crime, security forces place priority on preventive patrolling, but enough resources must be available to permit such patrols to respond to incidents. Continuous response will be needed on both the Main Base and Wallops Island.

Requirement: The Contractor shall:

- a. Provide sufficient labor, materials, and equipment to perform roving security patrols 24 hours a day, 7 days a week to endeavor to maintain a secure facility (e.g., to deter theft, break-ins, vandalism, etc.).
- b. Conduct periodic welfare checks of employees and other personnel authorized to work after normal duty hours. The checks will be made especially in remote areas or where employees are working alone. Routine reports of these checks will be made and problems or unsafe conditions shall be reported immediately in an Incident Report.
- c. Protect all unsecured classified material, precious metals, monies, etc. until secured in accordance with appropriate directives, requirements, or guidelines, and shall report all violations to the CO by the beginning of the next business day.
- d. **Perimeter.** As a minimum, one patrol shall be made of the entire WFF perimeter each 8-hour period to detect unauthorized entry (attempted or actual). Routes shall be varied in order not to establish a set pattern.
- e. **Hazardous Storage Areas.** A walking patrol shall be maintained in the hazardous storage areas following the routes and specific procedures specified in the SOP. The SOP for Hazardous Storage Area will include HAZCOM training requirements.
- f. **Building/Equipment Checks.** Security checks shall be made at least once during each 8-hour period of all buildings and pieces of equipment identified in the SOP. While such checks are primarily to detect unsecured facilities, the patrol shall also immediately report fire, flooding, or other condition that could result in damage to buildings/equipment or injuries to personnel. Such checks shall specifically include classified materials storage areas, weapons and munitions storage areas, safes, and other areas specifically identified in the SOP. The patrol guard(s) shall also turn off unnecessary lights and appliances and close windows/doors to conserve energy. The Contractor's employees shall not disturb papers on desks, open desk drawers or cabinets, erase blackboards, or use Government equipment except as authorized.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.7.1 Posts/Positions

Requirement: The Contractor shall provide staffing for the following posts and positions.

Post Location/Description	Times Manned
Main Gate-Fixed, Bldg. N128	24 hours
Wallops Island Gate-Fixed, Bldg. U10	24 hours
Security Roving Patrol, Main Base	24 hours
Security Roving Patrol, Wallops Island and Mainland	24 hours
Security Guard-Fixed, Bldg. V24	24 hours
Security Guard-Roving, Bldg. V24	24 hours
Security Guard-Fixed, Bldg. V10/V20	24 hours
Security Guard-Roving, Bldg. V10/V20	24 hours

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.7.2 Plant Protection and Protection of Property

Requirement: The Contractor shall:

- a. Report fire and safety violations to include, but not limited to, coffeepots left on, overheated/"smoking" equipment, and the like.
- b. Report hazardous conditions and items in need of repair to include, but not limited to, inoperative lights or equipment, broken or slippery floors and walks, substance or chemical spills, and the like.
- c. Deter and report damage, pilferage, removal, secreting, misappropriation, misuse, larceny, theft, or other improper or unlawful threats to, or disposition of, Government or personal property or acts of espionage, sabotage, or wrongful destruction within the WFF and designated area(s).
- d. Conduct inspections of hand-carried items (e.g., briefcases, purses, packages, etc.) upon entry to or exit from the WFF.*
- e. Endeavor to prevent the occurrence of fires, explosions, collapses, and other catastrophes. In such an event, the Contractor shall summon appropriate response forces and then notify Government personnel as identified in the SOP; assist in minimizing the effects thereof; and assist in restoring the area to a safe condition.
- f. The Contractor shall conduct inspections of any persons, including property in the persons' possession or control, as a condition of admission to, or continued presence on, the WFF. When required, inspections shall be conducted only by NASA Specialists or security force personnel approved by the CO. *

* Only upon future determination of CO to implement such policy.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.8 Classified Document Distribution and Destruction

Introduction: At least once annually, the WFF reviews its classified material holdings for the purpose of reducing to an absolute minimum the quantity on hand at any given time.

Requirement:

- a. The Contractor shall deliver classified documents to personnel on the WFF. The Contractor shall destroy classified and sensitive documents. The Contractor shall operate and maintain WFF's Classified Material Destruction Facility (the pulverizer).
- b. The Contractor shall immediately distribute classified documents and those identified for destruction shall be destroyed within 30 working days.
- c. All contract employees assigned to or working in this facility shall have the proper security clearance and shall be trained in document control and/or GSFC's procedures for classified material control.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.9 Monitoring of Electronic Security Systems

Requirement: The Contractor shall:

- a. Provide security support to monitor the EACIDS.

- b. Provide intrusion alarm and CCTV monitoring.
- c. Be capable of communicating with the Contractor's communications base station so that the appropriate authorities may be contacted within the time frames specified in the SOP and a guard may be dispatched by the Contractor to the site of the alarm or attempted misuse of a keycard.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.10 Intentionally Left Blank.

10.11 Emergency Response

Requirement: The Contractor shall:

- a. Provide emergency response services 24 hours a day, 7 days a week, including holidays.
- b. Respond to duress alarms, calls for assistance, and all intrusion detection and other security alarms.
- c. Respond immediately to situations in which an individual's safety is jeopardized or when a crime has been committed or is in progress.
- d. Take immediate action in response to, and mitigation of, emergency situations.
- e. Respond to emergency situations within five (5) minutes.
- f. Report all pertinent aspects of all incidents that constitute violations of security regulations. Reports that reflect investigation of irregular activities, major incidents, and traffic accidents will be submitted daily to the Government.
- g. Provide an employee recall system with the capability of contacting and recalling off-duty guard force personnel. Personnel shall be onsite within 30 minutes of the Contractor's receipt of the CO's recall authorization.
- h. Emergency response forces shall be called immediately in crisis situations. The Contractor shall summon appropriate response forces and then notify Government personnel as identified in the SOP; assist in minimizing the effects thereof; and assist in restoring the area to a safe condition. Situations that may result in recalls include bomb threats, fires, terrorist incidents, natural catastrophes, civil disturbances, or other large gatherings of people where, in the opinion of the CO, a threat exists to life and property.
- i. Safeguard personnel, deter the commission of crimes against persons, summon appropriate response forces, and assist those response forces as required.
- j. Detain unauthorized persons for release to appropriate law enforcement authorities.
- k. Provide patrols for the protection of people and inspection for unsecured and/or hazardous conditions of facilities at installation(s) with multiple buildings, docks, and storage areas.
- l. Provide support to Government personnel in preparation for natural disasters and shall also provide post-disaster support/services as authorized by the CO to assist personnel in returning to normal operations.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.12 Escort Service

Introduction: The Contractor shall provide security for special security situations or incidents, in special circumstances, and/or the support of security administrative or technical personnel.

Requirement: The Contractor shall:

- a. Escort personnel within specifically identified areas, as required.
- b. Provide, upon request, appropriate security personnel to act as an escort for special events and situations, including, but not limited to, money transfers on WFF, special foreign nationals, construction or janitorial personnel in secured or restricted areas, and the like.
- c. Provide sufficient and appropriate security personnel to comply with any and all special security requests of the CO.

- d. Provide appropriate security personnel to perform distinguished visitor protection for those designated by the U.S. Secret Service, Department of State, or other responsible agency to the President of the United States, Vice President of the United States, visiting dignitaries, or other designated individuals while on the WFF.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.13 Traffic Direction, Parking Control, and Monitoring

Introduction: Traffic control requirements are established to protect people and property on the WFF. The WFF traffic control program applies to all personnel operating any type of motor vehicle and/or bicycle. Motor vehicle laws for general traffic enforcement are based on state laws. Drivers are required to obey the vehicle laws of the Commonwealth of Virginia whether or not those laws are stated as offenses on Center; the violation of any such laws will be enforced.

Requirement: The Contractor shall:

- a. Enforce the traffic regulations.
- b. Direct traffic in emergency and special situations and at peak traffic hours on the WFF to maintain control in the flow and movement of vehicles and personnel.
- c. Deter and report violations of base regulations, and enforce parking regulations, as required.
- d. Monitor parking areas to ensure vehicles are properly parked, properly registered, and all fire lanes are unobstructed.
- e. Issue Traffic Violation Notices (tickets) and track all tickets issued, maintain ticket information in the SIS, monitor and enforce GSFC's Traffic Violation Notice Program and Point System, and notify personnel of violations posted, impending suspensions, and suspensions of driving privileges on the WFF.
- f. Perform random speed control (radar) checks on various roads on the WFF.
- g. Issue tickets and assess points in accordance with references. All tickets shall be provided to the Government for final approval on the next business day as required by the CO.
- h. Respond to all motor vehicle accidents on the WFF providing "first response" support and aid to those involved. The Government shall be notified immediately of any serious injury or death.
- i. Provide support to those involved in the accident and to emergency medical technician support, and shall notify appropriate authorities for fire, rescue, and law enforcement support. A report of each motor vehicle accident shall be completed and submitted to the Government by the beginning of the next workday.
- j. Report abandoned vehicles promptly and request Government approval prior to towing or removal of any vehicle from the facility.
- k. The Contractor shall provide special escorts to emergency vehicles, special vehicles; e.g., those transporting rocket motors, etc., while they are on the WFF, and any related special traffic direction or control methods, measures, or techniques as necessary or required in conjunction with the mission of the GSFC.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with the Virginia Motor Vehicle Laws and all references, directives, and SOPs.

10.14 Flag Detail

Requirement: The Contractor shall:

- a. Raise and lower the United States and NASA flags, and all other flags as directed, on the flag poles at the following locations: the flagpole array in front of building E-2; the Main Base entrance gate, the end of the Island causeway, the Visitor's Information Center.
- b. Raise the flags no earlier than sunrise and no later than 8:00 a.m. and shall be lowered at sunset.
- c. Ensure that appropriate lighting (where provided) is functioning on the flagpoles during the hours of darkness.
- d. Raise the appropriate shuttle pennant on the flagpole array across from building E-2 once the shuttle has achieved orbit, during space shuttle

missions. The shuttle flags/pennants shall be flown 24 hours/day until the space shuttle lands.

- e. Ensure the flags are not weather worn, faded, torn, etc.
- f. Notify the Government when replacements are necessary.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.15 Launch, Project, and Special Event Support

Requirement: The Contractor shall:

- a. Provide an adequate number of uniformed personnel to safeguard assets in support of the facility's and tenants' missions and projects. Launch support shall be provided in the form of roving building and/or launch pad patrols, motor vehicle patrols of support facilities and monitoring of alarms activated during launch period and operations.
- b. Provide additional accepted guard force personnel for special details/events.
- c. As directed by CO, provide cleared security detail

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.16 Personnel Requirements

10.16.1 Standards of Conduct

Requirement: The Contractor shall:

- a. Maintain satisfactory standards of employee competency, conduct, appearance, and integrity, and for taking such disciplinary action against his/her employees as may be necessary. Each Contractor employee is expected to adhere to standards of conduct that reflect credit on themselves, their employer, the WFF, and the Federal Government. The Government reserves the right to direct the Contractor to remove an employee from the work site for failure to comply with the standards of conduct.
- b. Initiate immediate action to replace such an employee to maintain continuity of services at no additional cost to the Government.
- c. Ensure that all contract employees comply with the military-style hair/beard/mustache length and style requirements as specified in Navy Uniform Regulations.

The CO reserves the right to determine a security guard to be unfit for duty based upon misconduct or delinquency, such as the examples listed below:

- Violation of the Rules and Regulations for Government Buildings and Grounds (FPMR 101-20.3).
- Neglect of duty, including sleeping while on duty, unreasonable delays or failures to carry out assigned tasks, conducting personal affairs during official duty time, and refusing to render assistance or cooperate in upholding the integrity of the security program at the WFF.
- Falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records, or concealment of material facts by willful omissions from official documents or records.
- Disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words or actions, or fighting. Also, participation in disruptive activities which interfere with the normal and efficient operations of NASA, GSFC, or WFF.
- Theft, vandalism, immoral conduct, or any other unethical or criminal actions.
- Selling, consuming, possessing, or being under the influence of intoxicants, drugs, or substances that produce similar effects, while on duty.
- Unethical or improper use of official authority or credentials.
- Unauthorized use of communications equipment or Government property.
- Violations of security procedures or regulations.
- Recurring tardiness or failure to appear for duty.
- Failure to report to appropriate security officials any unauthorized security activity, observed or otherwise known to have occurred, or which is about to occur, on or which could affect NASA, GSFC, or WFF.
- Misuse of weapons.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.16.2 Employment Suitability and Qualifications

Requirement: The Contractor shall ensure that, prior to assignment to the Contractor's security force, an individual shall meet the following suitability criteria:

- a. **Education.** Possess a high school diploma or GED. Possess the knowledge and ability to perform all required guard services duties. Must be able to read, write, and speak English.

- b. Felony Convictions. Have no felony convictions and no convictions that reflect on the individual's reliability or judgment.
- c. left intentionally blank
- d. Military Service. In the event an applicant has served in the military services, discharge from past tenure of service must be honorable. A copy of the Honorable Discharge (DD-214) must be made available for inspection.
- e. Citizenship. Be a citizen of the United States.
- f. Drug Screening. The Contractor and its employees shall be required to cooperate with any drug detection and screening procedures required by NASA.
- g. left intentionally blank
- h. Certification. The Contractor shall certify that all security force personnel hired at the WFF comply with requirements for employment with a security guard company in the Commonwealth of Virginia and be authorized employment with such a company.
- i. Physical Qualifications. Pass a physical examination given by a licensed physician or health care professional prior to assignment and yearly thereafter. A written certification from the examining physician that the employee meets the following physical qualifications shall be provided to the CO following each examination. The following physical requirements apply for all security force personnel:
 - (1) Vision. Distant visual acuity in each eye shall be correctable to 20/30 in the better eye and 20/40 in the other eye with eyeglasses or contact lenses. If uncorrected distance vision is not at least 20/40 in the better eye, the individual shall carry an extra pair of corrective lenses. Near visual acuity, corrected or uncorrected, shall be at least 20/40 in the better eye. Field of vision must be at least 70 horizontal meridian in each eye. Where corrective eyeglasses are required, they shall be of the safety glass type. The use of corrective eyeglasses or contact lenses shall not interfere with an individual's ability to effectively perform assigned security job duties during normal or emergency operations. The ability to distinguish red, green, and yellow colors is required. Loss of vision in one eye is disqualifying. Glaucoma shall be disqualifying unless controlled by acceptable medical or surgical means, provided such medications, as may be used for controlling glaucoma do not cause undesirable side effects which adversely affect the individuals ability to perform assigned security job duties, and provided the visual requirements stated above are met. On-the-job evaluation shall be used for individuals who exhibit a mild color vision defect.
 - (2) Hearing. Individuals shall not have hearing loss in the better ear greater than 30 decibels average at 500 Hz, 1000 Hz, and 2000 Hz, with no level greater than 40 decibels at any one frequency (by ISO 389 "Standard Reference Zero for the Calibration of Purdone Audiometer" (1975) or ANSI S3.6-1969 (r. 1973) "Specifications for Audiometers"). Use of a hearing aid is acceptable provided suitable testing procedures demonstrate auditory acuity equivalent to the above stated requirement and its use does not decrease the effective performance of the individual's assigned guard duties during normal or emergency operations.
 - (3) Physical Condition. Each security services employee shall be in good physical condition, able to protect themselves and others, and be able to withstand sudden emotional stress and physical exertion in apprehension of suspects and violators. Pursuit may be on foot, requiring running, jumping, climbing, and/or crawling, followed by physical contact to overpower the violator as necessary.
 - (4) Diseases. Individuals shall have no established medical history or medical diagnosis of epilepsy or diabetes or where such a condition exists, the individual shall provide medical evidence that the condition can be controlled with proper medication so that the individual will not lapse into a coma or unconscious state while performing assigned security duties.
 - (5) Addiction. Individuals shall have no established medical history or medical diagnosis of habitual alcoholism or drug addiction or where such a condition has existed, the individual shall provide certified documentation of having completed a rehabilitation program that would give a reasonable degree of confidence that the individual would be capable of performing assigned security duties.
 - (6) Other Physical Requirements. An individual who has been incapacitated due to serious illness, injury, disease, or operation, which could interfere with the effective performance of assigned security duties, shall, prior to resumption of such duties, provide medical evidence of recovery and ability to perform such duties.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.16.3 Personnel Security Clearance Requirements

Requirement: The Contractor shall:

- a. Be required to perform a thorough pre-employment investigation on employees prior to selection of the employee to work on this

contract. Personnel selected shall meet fitness standards as described below.

- b. Be eligible for and is required to obtain a facility clearance to the level of SECRET. All security force personnel shall be cleared to the SECRET level.
- c. Obtain all investigative forms and forward completed forms and information as required under guidelines established by the National Industrial Security Program (NISP) for a security clearance at the SECRET level.
- d. Provide the CO a copy of the Letters of Consent received from DSS granting such clearances prior to assignment of any employee to duty at one of the following posts.
- e. Ensure that the Contractor's facility is cleared as of the first day of the contract under guidelines established by the NISP. At least 80% of the security force shall be cleared to the level of SECRET within 30 days of the first day of the contract. Upon favorable completion of the investigation and receipt of Letter of Consent, the Contractor shall submit a clearance visitation letter to the CO validating that the employee has a valid SECRET security clearance.
- f. Ensure that the contract employees assigned to the positions indicated below possess a Secret security clearance as of the first day of the contract.

Bldg. V-10/V-20

Bldg. V-24

Bldg. R-30

Locksmith

Security Roving Patrol, Main Base

Security Roving Patrol, Wallops Island and Mainland

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.16.4 Uniforms, Equipment, and Materials

Requirement: The Contractor shall:

- a. Furnish and maintain in acceptable condition, at no cost to the contract employees, all items of uniforms and equipment necessary to perform work required by the contract.
- b. Furnish each security guard with law enforcement grade equipment or equipment that meets MIL standards as described below.
- c. Furnish each shift supervisor, operations management personnel, and security guard a complete uniform as described below and shall ensure that all personnel are in proper uniform while on duty.

The uniform for uniformed management, supervisory, and security guard personnel assigned to the WFF will be standard for all personnel as indicated below. Administrative and technical support personnel shall be furnished a uniform of industrial clothing, as agreed to by the Government, and suitable for performing the duties and functions of the position. All personnel shall wear a nametag or have their name embroidered on their uniform shirt and/or outer garment; however, all uniforms will be consistent. The uniform will consist of the following:

10.16.4.1 Uniformed Operations Management, Supervisors, and Guards

- Shirt- short sleeve, white w/epaulettes (management and supervisors only)
- Shirt - short sleeve, blue, w/epaulettes (security guards only)
- Slacks/Trousers – gray
- Hat - straw, navy, "Sheriff"
- Hat - winter, Antron, navy, fur, "Trooper"
- Hat Cover - plastic, rain
- Sweater - V-neck, black, military acrylic, w/epaulettes
- Jacket – winter, navy, "Bomber/Flight"
- Raincoat – yellow, heavy gauge rubber laminated to textile base
- Tie – navy (men's/women's)
- Belt – trouser, black
- Belt – gun, black, "Sam Browne"
- Holster – black
- Ammunition Pouch – black
- 45 Rounds Ammunition – service, 9mm
- Carrying Case – radio
- Flashlight holder – black
- Key holder – black
- Belt Keeper – black
- Whistle – metal, silver
- Totes – black
- Insignia Bars – "Captain," "Lieutenant," "Sergeant," etc.
- Chevrons, "Sergeant" (supervisors only)

- Shoulder Markers – (supervisors and operations management only)
- Handcuffs – Peerless, std. law enforcement, silver, w/case
- Law Enforcement Shields (one on the shirt and one on the hat) – to be furnished by the Government

10.16.4.2 Administrative Personnel

- Shirt – short sleeve, white, plain
- Slacks/Trousers – gray (men's/women's)
- Sweater – zipper front, navy
- Tie – navy (men's/women's)
- Belt – trouser, black (men only)

10.16.4.3 Technical Personnel

- Shirt – short sleeve, cotton or poly blend polo, gray
- Slacks/Trousers – gray, khaki
- Jacket – 3-seasons, black and green, "Bomber/Flight"
- Sweater – zipper front, navy
- Belt – trouser, black
- Carrying Case – radio

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Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.17 Intentionally left blank

10.18 Reporting Requirements

Introduction: The Government needs to be cognizant of the activities of the Contractor and what is being accomplished on a routine basis.

10.18.1 Routine Administrative Reports

Requirement: The Contractor shall:

- a. Document all work accomplished in accordance with the specifications provided by the CO.
- b. Report to the CO significant actions accomplished on a regular basis and at times specified by the CO. The reports must be easy to read and need to be completed in a consistent manner to avoid any potential confusion and shall be maintained on file by the Contractor. The report log will be made readily available for inspection by the Government.
- c. Provide a written report of all security and security-related incidents within 24 hours of occurrence, making immediate notifications as appropriate and required.
- d. Compile statistical data; prepare recommendations, and present briefings concerning security controls for major hazardous activities, security vulnerabilities, special escorts, and mission-specific events.
- e. Comply with all "reporting requirements" in the National Industrial Security Program, Operating Manual (NISPO). All reports submitted external to the facility must be immediately brought to the attention of the CO. The Contractor shall submit a copy of all reports to the CO.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

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10.18.2 Customer Satisfaction/Complaints

Requirement: The Contractor shall:

- a. Provide security services that result in a high level of customer satisfaction. The Government will evaluate customer satisfaction using various forms of formal and informal customer feedback on all areas of operation.
- b. Receive complaints from any person concerning security, safety, and law enforcement within the Government's jurisdiction. Such complaints shall be promptly documented and reported to the CO for resolution and disposition. The Contractor shall notify the CO of such complaints as specified herein but in no case more than 24 hours after the Contractor receives the complaint.
- c. Document all forms of written, telephonic, email, and in-person customer comments and complaints received.
- d. Provide, on a daily basis to the CO, a written summary of corrective actions taken on all forms of customer complaints received.
- e. Make available the Contract Manager to discuss with the CO all instances of customer dissatisfaction.

- f. Be an active team member with the Government in seeking process improvements that result in higher levels of future customer satisfaction related to security services provided.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.19 Firearms/Weapons

Introduction: The authority of Contractor security personnel to detain and/or make arrests shall be that of private citizens as defined by the laws of the Commonwealth of Virginia except for those employees certified under the Federal Arrest Authority (FAA) Program. Security personnel shall be under a duty by virtue of employment under this contract to exercise that authority in the manner directed by the contract.

Requirement: The Contractor shall:

- a. Ensure that all management, supervisory, and uniformed security guard personnel be trained, qualified, and certified in the use, safety, and responsibilities of carrying weapons; i.e., handguns and have successfully completed training in the use of deadly force. The Government will provide a sufficient number of 9mm semi-automatic handguns for all required full-time and part-time uniformed personnel.
- b. Ensure that all management, supervisory and uniformed security guard personnel are trained, qualified, and certified in the use, safety, and responsibilities of using a 12-gauge shotgun. The Contractor shall provide two 12-gauge shotguns.
- c. Provide the necessary training to fulfill this requirement and shall bear all liability for personnel armed and trained under the Contractor's responsibility. If the CO determines Contractor employees do not possess required firearms proficiency training and qualifications, or if employees fail to successfully complete firearms sustainment training, annual requalification, and in-service refresher training, the CO will direct the Contractor to immediately remove such employees from duty and provide qualified replacements at no additional cost to the Government.
- d. Ensure that all personnel authorized to carry firearms are certified under NASA, and Navy requirements and guidelines. Training, recertification, and qualification shall be conducted no less than twice annually for all personnel authorized to be armed.
- e. Ensure all Government-furnished weapons are maintained in good working condition, serviced by a qualified, certified armorer in accordance with DOD or equivalent standards.
- f. Ensure each member of the guard force required to carry a firearm complies with all current state and local firearm suitability, licensing, and permit requirements.
- g. Obtain a NASA and Commonwealth of Virginia handgun carry permit for each guard required to carry a firearm, except where precluded by local law or ordinance, and maintain copies on file of the current firearm permits for each guard. A copy of each guard's permits will be provided to the CO at least three working days prior to the anticipated assignment date of any individual. All guards shall carry their permit on their person while on duty. The CO shall be immediately notified should such permits be terminated, revoked, or suspended at any time and the guard(s) affected shall be immediately removed from the post.

Posts and positions to be manned with armed management, investigative, supervisory, and/or uniformed security guard personnel will be designated by the CO and may be changed or altered in accordance with Government security requirements. Personnel who are not permitted to be armed because of non-qualification in classroom or on-range training for non-acceptance by the Commonwealth of Virginia standards or who have not yet been given the specified training; e.g., new employees, will be permitted to man "unarmed" posts, if available, for a period of one hundred twenty (120) days or until they have qualified or are certified by the Commonwealth of Virginia and issued a handgun permit, whichever is sooner.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.20 Communications

Requirement: The Contractor shall:

- a. Ensure that the Contractor's base station, the Emergency Operations Center (EOC), and/or shift supervisor may contact each employee on security duty within 1 minute. The Government will furnish sufficient communications equipment.
- b. Comply with appropriate Federal regulations pertaining to all communications.
- c. Be capable of establishing radio communications within 1 minute with the EOC.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.21 Vehicles

Requirement: The Contractor shall:

- a. Provide an adequate number of patrol, technical support, and other necessary vehicles to support the security requirements and conditions of the facility, to include, but not limited to: security patrols; locksmithing; electronic security support; classified material pickup, transport, distribution, and destruction; perimeter fence inspections; beach inspections; and emergency response. Security patrol vehicle types should include routine vehicular patrol, all-weather/all-terrain, emergency response, and equipment and material transports.
- b. Ensure that all vehicles are in working order and in service at all times and provide for the performance of all routine maintenance and repairs to the vehicles, and shall provide for the replacement when any one of the vehicles is removed from security service for repair or maintenance for a period longer than 8 hours.
- c. Bear all costs of maintenance and upkeep, insurance and liability, and outfitting all required vehicles. These vehicles shall be dedicated to the exclusive use of the contract and shall not be removed from this contract without prior approval of the CO.
- d. Ensure that the usage of all of the Contractor-provided vehicles specified in this contract is restricted solely to functions in the performance of security services required under this contract and is not be used for personal services by the Contractor's employees.
- e. Ensure that all vehicles are American made. They may be used vehicles but cannot be more than six years old or have more than 60,000 miles. They must be air-conditioned, in first class condition operationally and in interior and exterior appearance. Vehicles smaller than sub-compact automobiles and two-wheeled or three-wheeled vehicles may be used only with the CO's approval.
- f. Comply with the Commonwealth of Virginia inspection laws. All vehicles will be properly identified and equipped, as follows:
 - Marked "Security Patrol" in blue, 3-inch lettering (the location of the markings shall be approved by the CO)
 - Bar-mounted, integral unit with sirens, external speaker, and flashing lights (red and blue emergency lights)
 - Government-furnished, Contractor installed radio communications
 - First aid kit
 - Two class ABC 15-pound fire extinguishers
 - Highway warning devices (in accordance with federal MVSS125.A-A-21-28)
 - All parts and materials necessary to perform both routine and emergency maintenance and other repairs to the Contractor-provided vehicles

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.22 Locksmith Services

Introduction: The Government considers the requirement for locksmith services as "key services" on the contract. As such, any situation, which results in the inability to provide such service, must be approved in advance by the CO. The Government plans a significant increase in the number of installations and maintenance requirements for electric strikes related to electronic access control systems throughout the facility.

Requirement: The Contractor shall:

- a. Provide certified locksmiths to provide continuous services on the Main Base and on Wallops Island.
- b. Provide locksmith services, including but not limited to installation, repair, and preventative maintenance for:
 - (1) All mechanical and electro-mechanical locks and locking systems;
 - (2) Vaults and security containers;
 - (3) Lock hardware in use at Government facilities, on filing cabinets, office equipment, and Government leased and owned buildings and vehicles;
 - (4) Changing of combinations on security containers, safes, vaults, padlocks;
 - (5) Keying and re-keying of all Best industrial lock and key systems cylinder cores, or other brands which the Government may specify.
- c. Provide configuration management of Federal Specification FF-L-2740 (currently the Navy uses MAS-Hamilton X-07) electromechanical combination locking devices on security containers, strong-room doors, and vaults.
- d. Open locked containers and changing safe combinations.
- e. Provide lock and key control including, but not limited to, receiving, securing, issuing, and accounting for all keys issued to the Contractor or placed under the Contractor's control.
- f. Combine all cores and other series type locks and die stamp with series designation. NASA at WFF utilizes the Best Universal 6-barrel and 7-barrel and Best Peaks 7-pin removable-type cores on all door hardware.

- g. Make, duplicate, and issue keys.
- h. Complete routine work within 2 workdays upon receipt of a request. Upon receipt of a key request, keys will be issued within 1 workday. Completion of work requests within the prescribed time period is contingent upon availability of locking hardware, locks, and/or keys and availability of support from the Government.
- i. Operate, maintain, and control a system of records for keys issued, returned, lost, etc. and shall maintain the databases which are used for recording cores installed/removed and keys issued, lost, replaced, etc. Information shall be entered and updated daily in the databases with no errors.
- j. Complete Standard Form 700, Security Container Information, for all combination changes. The combination shall be set when a safe/vault/lock is put into service. The combination shall be changed as required. The sealed envelopes will be hand-delivered to the CO the day the combination is changed.
- k. Maintain in serviceable condition the necessary equipment and materials for the locksmith to satisfactorily complete the assigned duties and tasks. The cores and hardware will be free from dust, dirt, and debris and will function properly at all times.
- l. Maintain a current and comprehensive inventory of all spares, parts, tools, publications, and equipment required to meet all requirements for services.
- m. Research sources of locksmith parts and supplies, prepare ordering invoices for approval and submission by the Government for procurement/purchase.
- n. Recommend solutions to locksmith problems or recommend upgrades in service, equipment, and software to the Government, which would result in cost savings, efficiency improvements, or improved customer service.
- o. Configuration management and record keeping of approximately 600-1000 changeable core mechanisms, and all corresponding masters, sub-master, and individual keys issued.
- p. Provide an accurate inventory of all installed cores, keys, and locations where installed, with any additional amplifying information regarding a specific problem or situation.
- q. Maintain completely equipped, Government furnished locksmith workspaces in Building V-10 and Building N-127 in a clean, efficiently organized condition, at all times conducive to quality production and service.
- r. Clean up on a daily basis, accumulations of trash, dirt, or any by-products of locksmith work. Vehicles used by locksmiths must be maintained in a clean condition inside and outside, with tools and parts stored safely and neatly at all times. Organization and storage of all parts, tools and materials must meet or exceed Government standards in effect.
- s. Provide an accurate inventory and accounting for all specific uninstalled spares, tools, or devices required to maintain the requirements of this contract within 2 hours of a request by the Government.
- t. Provide an accurate, comprehensive inventory of all accountable items in the Contractors custody, which are required to meet the locksmith requirements of this contract within 4 working days of a request by the Government.
- u. Respond within 4 hours to a request for after-hours service, authorized by the CO, to correct an emergency situation or to correct a problem that prevents the Government from accomplishing a mission requirement.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

10.23 Federal Arrest Authority

Introduction: NASA is responsible for protecting vital national security interests. In order to counteract vulnerabilities, Section 206 of Public Law 100-685, November 17, 1988, amended Section 304 of the National Aeronautics and Space Act of 1958. This Amendment authorized the Administrator to prescribe regulations, as approved by the Attorney General, for the limited exercise of FAA.

Requirement: The Contractor shall:

- a. Ensure that all employees granted FAA by NASA are certified graduates in accordance with the training described in, but not limited to, NPG 1620.1, Appendix D, NASA Federal Arrest Authority Training. **Training will be provided by the Government.**
- b. Ensure that all employees in management supervisory positions receive the training and are certified and that there is at least one certified employee on duty per shift.

- c. Provide a written report by a physician within the limits of an annual examination that the candidate to perform FAA duties is physically fit as well as emotionally stable.
- d. Ensure that the candidate has completed required inservice Use of Force training, intermediate to deadly force; semiannual qualification with assigned firearm; judgmental shooting with the NASA Firearms Training System or equivalent training system; and NASA regulations and Center implementing instructions and training concerning FAA.
- e. Ensure that individuals authorized FAA carry the appropriate Miranda Advisement of Rights cards.

Standard: All requirements are performed accurately, in a timely manner, and in accordance with all references, directives, and SOPs.

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11.0 EMERGENCY SERVICES

11.1 Reference and Technical Documents

Introduction: Emergency services such as fire protection, emergency medical services or other responses are generally based on codes and standards. These codes and standards come from federal, state, local, and independent sources. The principle governing codes are the National Fire Protection Association (NFPA), Commonwealth of Virginia codes, NASA and Navy specific codes and standards.

Requirement: The Contractor shall maintain records of all instructions and codes and shall have them readily available for use by fire protection personnel.

Standard: The Contractor shall comply with all requirements of NFPA, NASA, Navy, and Commonwealth of Virginia codes dealing with Emergency Services.

11.2 Emergency Facilities

Introduction: There are two separate Fire Stations located at the Wallops Island facility. One Fire Station is located on the main base and the other is located on the Island. Because of the distance between the two facilities, it is necessary to provide equipment at each station capable of handling any of the emergency response scenarios. The Government will provide equipment and materials based on the existing equipment inventory at each Fire Station. List of equipment provided will be made available to the Contractor under a separate addendum. Any additional equipment, above and beyond what the Government furnishes, that the Contractor feels is necessary to meet the guidelines of this contract shall be provided by the Contractor. The Government Furnished Equipment shall be maintained and managed in accordance with guidelines established in Section 1.2.5.2 Property Management, and other requirements of this SOW.

Requirement: Contractor shall be maintain and update Government equipment IAW Section 1.2.5.2 Property Management, and other requirements of this SOW.

Standard: At least one engine shall be in-service at each station at all times. At Least one Ambulance will be in-service at all times. Sufficient (NFPA 403) Aircraft Rescue Fire Fighting vehicles shall be in service for all scheduled WFF based aircraft. With the above exceptions, Equipment provided to Contractor must be available for use at least 95% of the time.

11.3 Work Schedule

11.3.1 Routine

Introduction: Emergency response capability is needed on a continuous basis to ensure that personnel are adequately protected in an emergency and damage to property is kept to a minimum. Continuous response will be needed at both the main base and the mainland/ island sites.

Requirement:

- a. The Contractor shall provide emergency response services on a 24 hours/day, 7 days/week, 52-weeks/year basis, including all holidays.

Standard: Emergency response services will be provided in accordance with NFPA Standards.

Introduction: Some of the routine tasks that are performed by emergency response personnel (such as fire inspections, flow testing, etc.) requires personnel to be available to handle the routine tasks and any incoming emergencies.

- b. The Contractor shall provide a work schedule that will delineate all of the routine tasks and the timeframe in which he expects his personnel to perform the tasks. The work schedule needs to be approved by the appropriate Government official. If any changes occur with respect to the initial work schedule, the Contractor shall resubmit a revised schedule for approval. The initial work schedule for applicable routine tasks shall be submitted to the CO or authority having jurisdiction for approval no later than 10 days after the contract award.

Standard: All work shall be performed in strict accordance with the schedule to facilitate the Government's inspection of the work.

11.3.2 Shift-work

Introduction: The normal working hours for the Government is between the hours of 1730 hours and 1630 hours for the majority of its personnel. However, between the hours of 1630 hours and 0600 hours there is a small amount of personnel working in certain buildings at the site. Because of the small staff after normal working hours, it should be noted that access to certain offices and buildings may be restricted. In addition, there may be testing or operations that must be performed in the evenings or on weekends to meet customer needs that will prevent routine tasks from being performed. This type of work will supersede any routine tasks that are scheduled by emergency response personnel. It may also require emergency response personnel to provide support for the work to ensure that the job is completed in a safe manner.

Requirement:

- a. The Contractor shall notify Security personnel and the Facility Manager of any routine tasks that need to be performed outside of normal working hours that require entrance to restricted areas.

Standard: The Contractor will notify security and facility personnel at least 24 hours in advance of work for access to restricted areas.

- b. The Contractor shall re-schedule any routine tasks that would interfere with operations after hours on an as-needed basis.

Standard: Re-scheduling of tasks will be completed within 1 hour of notification from the government of after-hours operations. There will be no interruption of government operations as a result of routine tasks of the Contractor.

- c. The Contractor shall provide personnel support as required to complete the mission for government specified after-hours operations.

Standard: the Contractor as directed by the government will provide Personnel.

11.4 Staffing

Introduction: As previously noted, there are two Fire Stations that need to be properly staffed by the Contractor. Each Fire Station must have the appropriate number of qualified personnel to perform all of the emergency response scenarios that may occur at or near the main base, the mainland and the island. In addition, since Advanced Life Support (ALS) services are required on a continuous basis, Contractor must provide personnel that comply with Commonwealth of Virginia standards with respect to ALS services.

Requirement: The Contractor shall:

- a. Provide sufficient personnel at each Fire Station to support the emergency services requirements of this contract.

Standard: All emergency service personnel will be qualified in accordance with NFPA, OSHA, and Virginia standards.

- b. Ensure that the contract employees assigned to the positions that will be required to provide emergency services to building V10/V20, building V24 and building R30 possess a Secret security clearance as of the first day of the contract.

Standard: Emergency responders have secret security clearance.

11.5 General Reporting Procedures

11.5.1 Routine Activities

(Category 1)

Introduction: The Government needs to be cognizant of the activities of the Contractor and what is being accomplished on a routine basis. The Contractor should be reporting back to the Government on significant actions accomplished on a regular basis. The reports should be easy to read and consistent in format. They need to be completed in a consistent manner to avoid any potential confusion and should be maintained on file by the Contractor.

Requirement:

- a. The Contractor shall develop a report of all significant actions accomplished during the month, maintain a log of these reports, and provide a copy to the appropriate government fire marshal or designated representative.

Standard: The Contractor will provide the report to the Government on a monthly basis. The report log will be made readily available for inspection by the Government.

- b. The Contractor shall maintain the Virginia Fire Incident Reporting system data.

Standard: The Contractor will maintain the data in accordance with Virginia codes.

11.5.2 Drills/Inspections

Introduction: As part of the fire protection services provided, there will be testing/drills/inspections done by the Contractor on a routine basis. The government will require reports from these actions in order to correct any deficiencies, note any trends, make repairs, etc. to

keep the fire protection systems operating properly. These reports need to be easy to read and have consistent formatting. They need to be completed in a consistent manner to avoid any potential confusion and should be maintained on file by the Contractor.

Requirement: The Contractor shall develop and provide reports of tests/drills/inspections upon completion. The Contractor shall provide a central location for all types of reports that will make access easy for both the Government and other emergency response personnel.

Standard: The Contractor will provide reports to the Government within 2 days of completion of inspection/test/drill. All tests/drills/inspections will be documented with a report and maintained in a central location.

11.6 Operations

Requirement: The Contractor shall manage all emergency service operations In Accordance With (IAW) NFPA 1500 and shall document their compliance within the First Quarter of performance and submit an annual status report of actions taken to maintain compliance to the CO.

Standard: The Contractor shall document their compliance with NFPA . Annual status report of actions taken to maintain compliance are documented and distributes to the CO..

11.7 Emergency Response

Introduction: The "Chief" or Senior Officer of Emergency Services shall be the Incident Commander and will be responsible for the safe conduct of all emergency response operations. Emergency response services shall be available 24 hours per day, 7 days per week, including holidays. Due to the separation between the Main base and the Island, Emergency Medical Services and Fire Services shall be provided from locations on the Main base and the Island. The goal is to arrive on-scene within 5 minutes of notification without jeopardizing the safety of the public or the responders.

11.7.1 Emergency Operations Center

Introduction: The Contractor shall establish an Emergency Operations Center that contains the communications and alarm systems supporting this task. During emergencies, this facility will become a clearinghouse for dispatching emergency response services and informing WFF Management of the status of events. Routine work will not be performed at this location during an emergency. The system includes the Base Emergency Number "1333", all emergency services administrative telephones, "by-pass" telephones, 2-way radio base stations for dispatch command and operational radio nets and the fire alarm receivers. This location must be constantly attended. Suitable expansions can be utilized as necessary. The communication center shall be capable of dispatching calls at both the island and the main base. The Emergency Operations Center shall also be called upon to receive mutual aid calls from the neighboring community. Operating the communication center involves the ability to distinguish the level of emergency involved and which equipment should be dispatched (fire vs. ambulance vs. Hazmat Team).

Requirement:

- a. All calls shall be received at the emergency operations center by a person trained in EOC operations and procedures. The Contractor shall operate the emergency operations center on a 24-hour basis with the capability to quickly and efficiently handle all emergency calls and dispatch the proper equipment. Contractor shall document all alarms, action taken, equipment dispatched, etc. for each incident.

Standard: Calls will be properly dispatched within 1-2 minutes. The documentation for all alarms will be made readily available for government inspection.

- b. Operating the emergency operations center shall require the Contractor to operate 2-way radios, intercoms, and telephone equipment in order to communicate with emergency response personnel, hospitals, and other emergency services such as local fire departments.

Standard: The Contractor will provide the capability to operate two-way radios, intercoms, etc. in accordance with NFPA standards (NFPA 1001,1002, 1003 and 1021).

- c. The Contractor shall also perform operator level maintenance on the equipment to ensure proper functioning. The Contractor shall notify the appropriate government official in the event that operator level maintenance is not adequate to maintain or repair the equipment.

Standard: The Contractor will notify the government within 24 hours of problems with equipment that require outside help for maintenance.

- d. The Contractor shall report to appropriate government personnel all utility outages that affect security, safety, and fire alarm systems.

Standard: The Contractor will notify personnel within 10 minutes of utility outage.

- e. The Contractor shall also be required to maintain records and logs pertaining to support requirements and responses to disasters that may require additional support or government personnel to augment the EOC activities.

Standard: The Contractor will provide records and logs that are available for government inspection at any time.

- f. During an emergency response, the Contractor shall prepare and send "Flash Reports." Flash reports provide a quick synopsis to senior management of emergency events that are in-progress.

Standard: The Contractor will provide flash reports in accordance with established guidelines.

11.7.2 Ambulance Calls

Requirement:

- a. The emergency operations center shall dispatch an ambulance upon receipt of a call that requires ambulatory services.

Standard: The Contractor shall provide initial response (ambulance is ready to roll out the door) within 2 minutes from receipt of alarm.

- b. The Contractor shall provide Advanced Life Support ambulance services at the site and the main base with State certified personnel. Approved protocols will be used.

Standard: The Contractor will provide this capability on a 24 hour/7 days-a-week basis in accordance with Virginia EMS Council standards and medical director approved protocols.

- c. The Contractor shall provide the capability to respond to a second call that occurs concurrently with an initial call.

Standard: The Contractor will initiate the response to a second ambulance call within 2 minutes from receipt of alarm.

11.7.3 Fire Calls

Requirement:

- a. The Contractor shall respond to all fire alarms or reports of smoke or fire with the appropriate number of personnel, equipment, and supplies to handle the various types of fire scenarios that could occur. The pre-fire plan will be used for the response, unless initial reports indicate otherwise

Standard: The Contractor shall provide initial response to fire calls within 2 minutes from receipt of alarm. The Contractor shall provide this capability on a 24 hour/7 days-a-week basis.

- b. The Contractor shall respond to fire calls with the capability of performing rescue operations as needed and have the ability to maneuver quickly through tight quarters in certain buildings at WFF.

Standard: The Contractor shall provide personnel trained for fire fighter II response in accordance with NFPA 1001 standards.

- c. Response to one fire call does not eliminate the need for response to a second call and the Contractor shall have procedures in place to handle a second fire call concurrently with the first.

Standard: Response time to a second fire call will be initiated within 2 minutes from receipt of alarm.

- d. The Contractor shall utilize the Incident Command System to establish control and provide a safe environment for the immediate

area of an emergency response scene. The Contractor shall ensure that outside personnel do not become involved in the fire fighting or rescue operations.

Standard: The Contractor will meet the requirements of NFPA 1500 relating to emergency operations.

- e. The Contractor shall remain on the scene until the fire is completely out.

Standard: No Fire Shall Rekindle.

- f. The Contractor shall provide clean up operations upon determining fire has been completely extinguished.

Standard: The Contractor will perform clean up in accordance with requirements.

- g. The Contractor shall service and inspect all equipment prior to placing back in service.

Standard: The Contractor will replace supplies, equipment, etc. as needed to provide the capability to respond to another call.

11.7.4 Hazardous Material Spills

Requirement:

- a. Contractor shall provide the capability for response to all hazardous material (haz-mat) spills or leaks that may occur at Wallops Flight Facility. The Contractor shall maintain knowledge of the hazards on the installation.

Standard: The Contractor shall respond to haz-mat incidents on a 24 hour/7 days-a-week basis.

- b. The Contractor shall respond to all hazardous material spills or leaks with the qualified personnel and appropriate equipment. The Contractor shall be required to assess the level of the hazard, the immediate and long-term dangers, and take appropriate course of action for containment of the spill or leak. Incident Command process shall be used. Priorities will be 1.) The protection of life and 2.) Containment of spills and 3.) Cleanup.

Standard: The Contractor will promptly dispatch a response, implement Incident Command and establish control areas IAW the WFF Integrated Contingency Plan and NFPA 1500.

- c. The Contractor shall provide clean up for spills or leaks that are less than 120 gallons (2+ barrels). The Contractor shall have the equipment necessary to handle spills of this size or less. For larger spills, the Contractor shall have procedures and equipment in place for containment.

Standard: The Contractor will provide cleanup in accordance with OSHA and EPA guidelines, state codes and Government Direction.

- d. The Contractor shall develop emergency response procedures that implement the WFF Integrated Contingency Plan. Copies of these procedures will be maintained at both Fire Stations. The emergency response procedures must contain vital information such as the types of hazards, the location of material safety data sheets, equipment necessary for the hazard to protect the responding personnel, etc.

Standard: The procedures will be submitted to the Government for approval prior to use.

11.7. 5 Mutual Aid

Requirement: The Government has established Mutual Aid Agreements with local emergency response agencies. The Contractor shall maintain a positive working relationship with these agencies. Mutual aid provides an opportunity to maintain proficiency and foster support for catastrophic events. Mutual aid shall be provided with existing resources if it does not conflict with on-going support efforts. At least one first response team shall remain available to WFF at all times. .

Standard: Mutual aid shall be supported unless WFF emergency services resources are committed to support WFF/Tenant Programs. One response team remains available to WFF at all times. The requester shall be immediately notified of resources to be dispatched or an inability to support.

11.7.6 Disaster Response/Preparedness

Requirement:

- a. In the event of a short notice natural disaster (such as lightning strikes or tornadoes), the Contractor shall provide rescue operations and assist government personnel during the event.

Standard: The Contractor will be prepared to respond to such an event on a 24 hour/7 days-a-week basis.

- b. The Contractor shall develop and maintain a disaster preparedness plan in conjunction with any existing plans that have been developed by the government.

Standard: The Contractor will provide plan for government approval.

- c. The Contractor shall provide support to government personnel in preparation for natural disasters. The Contractor shall also provide post-disaster support/services to assist government personnel in returning to normal operations as soon as possible.

Standard: The Contractor will provide services as tasked by the government on an as needed basis.

11.7.7 Trouble Calls and Security Alarms**Requirement:**

- a. The Contractor shall provide direct response to all trouble alarms that occur to determine the source of the trouble alarm. The Contractor shall take steps/measures necessary to correct trouble alarms or contact appropriate personnel to assist in the elimination of the trouble alarm.

Standard: The Contractor will respond to trouble calls. Trouble alarms will be investigated in a non-emergency response mode. Maintenance problems will be referred to maintenance personnel. See Maintenance Section.

- b. The Contractor shall maintain a log of all trouble calls received, action taken, etc. at both the mainland/island and the main base.

Standard: Trouble calls are to be documented within 1 hour of receipt and filed in the log (which will be readily available for government inspection).

- c. Security Alarms will be dispatched in accordance with procedures established by the Security Office. See Security Services Section.

Standard: All security alarms are promptly and properly dispatched.

11.7.8 Emergency Response Personnel**11.7.8.1 Certification**

Requirement: The Contractor shall provide personnel that are certified in their respective areas of responsibility in all emergency response scenarios. There shall be sufficient certified personnel on board to handle all of the emergency response scenarios at each Fire Station.

Standard: Personnel will meet the criteria defined in NFPA for the various job levels (i.e. Firefighter 1, Advanced Life Support, etc.). The Contractor shall document all certifications and make them readily available for government inspection.

11.7.8.2 Training

Requirement: The Contractor shall develop a training schedule and provide documentation to the appropriate government representative (usually the Fire Marshall) on all training conducted and certifications received by emergency response personnel. Copies of all training conducted shall be kept at each Fire Station as well. This will ensure that all personnel are properly trained to handle emergency situations.

Standard: The Contractor will provide the training necessary to meet the requirements of NFPA 1001.

11.7.8.3 Physical Capabilities

Introduction: When dealing with emergency response scenarios, personnel must be capable of meeting the physical qualifications for fire fighting, ambulatory, and rescue operations for WFF. Emergency response scenarios may require personnel to lift large objects, run up and down several flights of stairs (more than once), carry personnel from buildings, etc. all while wearing protective gear including self-contained breathing apparatus.

Requirement:

- a. The Contractor shall demonstrate that all personnel are capable of performing required tasks during emergency response scenarios.

Standard: The Contractor will provide personnel that are capable of meeting NFPA standards.

Introduction: Due to the nature of operations at Wallops Flight Facility, there are several spaces that are limited in access and present problems for rescue in an emergency response. Emergency response personnel are typically outfitted in turnout gear, helmets, heavy boots, and SCBA apparatus that may cause the inability to reach certain places.

- b. The Contractor shall demonstrate that his personnel are capable of navigating through tight quarters in an emergency scenario.

Standard: The Contractor will develop a standard subject to government approval.

- c. The Contractor shall provide a set of standards, which will delineate the physical requirements of personnel, based on their expected role in an emergency response. The Contractor shall also provide a standard measure of physical capability to handle the physical demands of emergency scenarios.

Standard: The Contractor will develop the standards and submit to the government for approval.

- d. The Contractor shall ensure that all personnel meet the standards necessary to perform their duties during an emergency and document whether or not personnel meet the standard.

Standard: The Contractor will provide documentation that personnel meet the physical standards and maintain the documentation at each Fire Station available for government inspection.

- e. The Contractor shall not be involved in outside activities (such as drug and alcohol use) that affect his/her ability to physically perform tasks or mentally perform tasks associated with emergency medical services. In the case of drug and alcohol use, the Contractor shall provide the capability to determine if personnel are involved with either one to the extent that it affects job performance.

Standard: The Contractor will develop the standards and submit to the government for approval.

11.7.9 Other Emergency Services

Introduction: Other emergencies such as confined space rescue, high angle rescue, and water rescues may be required during the duration of this contract.

Requirement: The contractor shall:

- a. Develop an emergency rescue team to respond to all confined space, high angle and water rescues as required.

Standard: Meets quality, timeliness and documentation requirements.

- b. Conduct annual confined space, high angle and water rescue drills as required by OSHA.

Standard: Meets OSHA requirements

11.8 Professional Services

11.8.1 Inspections

11.8.1.1 Areas of Concern

Requirement:

- a. Contractor shall provide routine inspections of all government buildings and document all inspections. The inspections shall focus on the prevention of fires and the preservation of life safety features built into the structures. Fire extinguishers will be inspected monthly, high hazard facilities inspected quarterly and other occupied facilities will be inspected semi-annually.

Standard: Inspections shall comply with NFPA Standard 1 and be conducted in accordance with an agreed upon schedule of inspections.

- b. The Contractor shall provide routine inspections of all fire fighting and emergency response equipment.

Standard: The Contractor will provide inspections of all fire-fighting and emergency response equipment IAW NFPA standards.

11.8.2 Drills/Testing

11.8.2.1 Areas of Concern

Requirement:

- a. The Contractor shall provide routine testing for the different emergency response scenarios for all government buildings on a regular basis.

Standard: The Contractor will provide testing as required by NFPA, OSHA, or government standards.

- b. The Contractor shall provide testing of all fire suppression systems, alarm devices, extinguishers, etc. in all government buildings. The Contractor shall also provide testing of all fire-fighting and emergency response equipment located within government buildings.

Standard: The Contractor will perform testing in accordance with NFPA standards.

11.8.2.2 Fire Drills

Requirement:

- a. The Contractor shall perform fire alarm drills for all routinely occupied government buildings to demonstrate the fire alarm system and egress through exits. The Contractor shall develop a schedule for the drills.

Standard: The Contractor will perform drills in accordance with NFPA standards. The Contractor will provide the schedule to the government upon its completion for approval.

- b. The Contractor shall provide a report from each drill with information necessary to determine effectiveness of drill (such as total evacuation time, initial response time, etc.) and distribute a copy of the report to the appropriate government personnel.

Standard: The Contractor will generate report and distribute within 2 working days from completion of any drill.

11.8.2.3 Hazardous Materials Spills

Requirement: The Contractor shall perform a HAZMAT response drill on annual basis. The Contractor shall also provide a report from each drill with information necessary to determine effectiveness of drill and distribute a copy of the report to the appropriate government personnel.

Standard: The Contractor will perform the drill in accordance with EPA guidelines.

11.8.3 Fire Plans

Introduction: The National Fire Protection Association requires that pre-incident planning be done in order to identify what actions are to

be taken during an emergency and what methods will be used to ensure the safety of personnel. As part of the pre-incident planning process, it is required that fire plans be developed. These plans will provide personnel in the building with the information necessary to properly evacuate the facility in the event of an emergency.

Requirement: The Contractor shall develop and update pre-fire plans for all WFF Facilities. These Plans shall be available to all response personnel and the Government.

Standard: The Contractor will conform to the guidelines established in NFPA 1620 when developing the fire plans.

11.8.4 Design and Construction

11.8.4.1 Design Review

Introduction: At WFF there is a need to perform either new building construction or major renovations of existing buildings. Whenever new construction or major renovation is done, the Government is provided with a set of plans or drawings that detail the work to be done. Within those plans or drawings, there are comments and information on the fire protection and emergency service features that will be addressed as part of the construction or renovation. The Government has its own qualified representatives to review the plans and ensure that all the appropriate codes and standards are being met. It is necessary for the Contractor to review the plans and participate in the overall design process.

Requirement:

- a. The Contractor shall be capable of and required to participate in design review conferences for new construction and major renovations.

Standard: The Contractor will participate in all review conferences as tasked by the government.

- b. The Contractor shall be capable of reviewing plans and drawings to ensure that all applicable codes are being met.

Standard: The Contractor will provide comments to appropriate government official when tasked with reviewing plans.

Introduction: The design review process is complicated and often requires comments to plans or drawings to be provided on a short turnaround basis. It is not uncommon for turn around periods of less than a month to occur. It is important that all issues are addressed with respect to the plans.

- c. The Contractor shall provide comments in a timely manner to ensure that the government does not miss any deadlines in the entire design review process.

Standard: The Contractor will coordinate with the Government and provide comments on the plans or drawings within the timeframe specified.

11.8.4.2 Construction

Introduction: During the construction phase of a project, the Government performs several inspections of the work being done to ensure that the design plans and specifications relating to emergency issues are being followed. In areas that involve fire protection or emergency services, the Contractor needs to be involved in the inspection process.

Requirement: Contractor shall be capable of inspecting the construction work and determining if the work is being done according to the plans. The Contractor shall be responsible for notifying the Government of any problems associated with the construction that would hinder the performance of fire protective features.

Standard: The Contractor will participate in the inspection of construction projects as tasked by the government.

11.8.4.3 Acceptance Testing

Introduction: At the completion of construction or renovation, the Government is provided an opportunity to review the work one final time and ensure that all systems operate according to the plans. If all systems operate properly, then the project is accepted by the Government and subsequently turned over to the Government for operational use. During this acceptance phase, the Contractor needs to

be present to provide any additional input on the system. Since the Contractor will ultimately be responsible for any of the fire protection features, this is the time for them to get any last bits of information on the operation of any fire protection systems and to ensure that all systems operate properly.

Requirement: The Contractor shall attend the final acceptance testing on fire protection systems in new construction or major renovation projects conducted by the Government for the purpose of verifying systems functionality and compliance with appropriate codes.

Standard: The Contractor will participate in acceptance testing of all WFF Fire Alarm and Fire Suppression Systems. All deficiencies shall be identified and provided to the Government Inspector prior to acceptance.

11.8.5 Fire Education

Requirement: The Contractor shall provide training/education to all government personnel on appropriate topics such as CPR training, Basic First Aid, etc. on a regular basis. The Contractor shall also provide training to government personnel on topics that relate to special events such as holidays and develop and conduct training for both in house use and site wide use that is consistent with the current theme of National Fire Prevention Week. Contractor shall be responsible for documenting all training conducted and maintaining records at a central location.

Standard: The Contractor will submit training schedule to government for approval.

11.8.6 Hot Work Permits

Requirement: The Contractor shall manage and issue hot work permits for Wallops Flight Facility. The Contractor shall be responsible for developing the hot work permit format and provide to the government.

Standard: The Contractor will issue permits in accordance with NFPA 51B, Standard for Fire Prevention During Welding, Cutting, and Other Hot Work and government fire protection standards. Hot work permits shall be issued within one hour of request except during emergencies.

11.8.7 Fire Investigation (Category 1)

Requirement: The Contractor shall:

- a. Investigate all fires.

Standard: The Contractor will investigate fires in accordance with NFPA 921, "Guide for Fire and Explosion Investigations", and NPG 8621, "NASA Procedures and Guidelines for Mishap Reporting, Investigating, and Recordkeeping".

- b. Provide a final report on the investigation of each fire incident and maintain a copy of the report at each Fire Station. The Contractor shall provide the appropriate government representative a copy of the report.

Standard: The Contractor will generate a NASA Form 1627 or equivalent Navy report for each investigation.

11.9 Aircraft/Aircraft Support

Introduction: The airport requires specialized support to maintain safe operation. These support services include Unicom, airfield surveys, wildlife control, standbys, mishap response and other miscellaneous services.

11.9.1 Unicom

Requirement: The Contractor shall provide Unicom services when the control tower is not in service. (The control tower is normally operational on weekdays from 0700 to 1700 hours, excluding legal holidays.) On request from aircraft pilots, the Contractor shall provide the following information:

- Wind direction and velocity (as read from anemometer in Fire Station _ 1).
- Altimeter setting (as read from anemometer in Fire Station _ 1).
- Reported traffic. When requested by pilots, report known aircraft traffic.

- Notice to airman (NOTAMS). Relay NOTAMS as requested by the airport manager, or his/her designated representative. The information given to the requesting aircraft will be transmitted using the following format:

"Aircraft call sign" is advised that the airport control tower is not in service at this time. The following airport information is provided:

- Wind direction and velocity is _____ at _____.
- Altimeter setting is _____.
- Reported traffic is _____ (if none, report 'NO KNOWN TRAFFIC').
- The following NOTAMS are in effect: (if none, disregard this item).

Standard: Unicom services are provided when the Control Tower is not operational.

11.9.2 Airport Surveys

Requirement: The Contractor shall make visual runway inspections at the start and end of each day, nominally at 0730 and 1700 hours daily. If a flight is scheduled prior to the normal inspections, perform an active patrol of the designated runway and associated taxiway prior to the first use of designated runway on each working day. Additionally, the Contractor will make an active patrol of the designated runway and taxiway upon request of the air traffic control specialist, or in his/her absence, the pilot of any aircraft scheduled to depart or land at the WFF. Assures all items of debris or like materials, birds, wildlife, and/or animals, constituting a hazard to aircraft operations are removed from the airport operating surfaces.

Locate, chart, and report to the Airport Manager, damages to the operating surfaces, such as runways/taxiways, ramps, and roadways. Check all airport lighting systems weekly. Inoperative, damaged, or missing lights will be recorded on the daily log and notification made to the Airport Manager.

Standard: Daily reports of operating surfaces are provided to the Airport Manager and weekly airport lighting systems checks are provided to the Airport Manager.

11.9.3 Airport Runway Wildlife Patrol/Control

Requirement: The Contractor shall conduct routine patrols for the purpose of clearing the runway/taxiway of birds, wildlife, and other hazards to aircraft. Wild life control activities will generally be initiated by the Airport Manager, the Control Tower Operator or Pilots. Methods used to clear the runway/taxiway include, but are not limited to, the sounding of sirens and the flashing of lights on fire protection vehicles, gas cannons, the playing of prerecorded distress sounds, etc. If these measures are ineffective, the use of a 12-gauge shotgun may be required. Some wildlife kills may be required for effective control. The disposal of animal carcasses and other materials will be in accordance with Contractor plans approved by the CO.

Standard: Wildlife control activities are conducted as directed by the Airport Manager or Designee.

11.9.4 Standby for Scheduled Traffic

Requirement: The Contractor shall operate one standby Aircraft Rescue and Fire Fighting (ARFF) vehicle during all aircraft movement prepared to provide initial emergency response. Provide line services (parking and information) to all visiting NASA administrative aircraft outside of normal operating hours and to other non-NASA official business aircraft when notified by the control tower or authorized airport management personnel.

Standard: One ARFF vehicle is on standby for scheduled landings and take-off.

11.9.5 Aircraft Mishap Response (WFF Based Aircraft & Others)

Requirement:

- The Contractor shall respond to aircraft mishaps with at least the capabilities defined in NFPA 403 Aircraft Rescue Fire Fighting (ARFF), 1998 for the size of the aircraft requiring response. A P-3 is the largest aircraft routinely scheduled for operations at WFF, but larger aircraft are occasionally scheduled to operate at WFF. Sufficient trained staff (NFPA Standard 1003) and ARFF vehicles will be available for size of aircraft scheduled take-off and landings.

Standard: No scheduled take-off or landings will occur without the NFPA 403 required number and type of ARFF resources available. An approved mishap response plan will be used.

- b. The Contractor shall request a variance for any aircraft being scheduled that exceed the ARFF equipment requirements supplied to Contractor.

Standard: The Contractor will submit variance request within one day of the aircraft being scheduled.

11.9.6 Aviation Fuel Farm

Introduction: The aviation fuel farm supplies fuel for all Wallops Aircraft. The Contractor shall be responsible for monitoring and performing all tasks related to aircraft fueling services and associated maintenance and repairs at WFF. The aviation fuel farm consists of pumps, valves, piping, and other associated components.

Requirement: The Contractor shall:

- a. Receive and monitor the off-loading of all incoming JP-5, JPTS and aviation fuel via truck tankers.
- b. Disperse fuel to authorized transit and NASA aircraft.
- c. Off-load excess fuel from authorized aircraft.
- d. Monitor and operate the computerized Fuel Management System which monitors fuel levels in all tanks and detects any possible leaks.
- e. Inspect the fuel farm for any minor routine maintenance needs.
- f. Periodically collect and prepare fuel samples for analysis of fuel purity.
- g. Initiate requests to industrial hygiene personnel for the recycling of waste fuels.
- h. Collect billing slips from customers and ensure job order numbers are valid and/or transit aircraft customers have valid billing addresses.
- i. Provide inventory management of fuels in fuel farm.
- j. Perform maintenance (including preventative maintenance) and repairs on all fuel farm equipment.
- k. Conduct the activities in accordance with approved work instructions and in conjunction with the Fuel Farm Manager. All services shall be performed in accordance with paragraph 420 of the GSFC-WFF Airport Operations Manual.
- l. Run leak tests on each tank at least once per week; documented current and historical data shall be available upon request. All leaks will be repaired immediately upon discovery.
- m. Perform preventative maintenance and necessary repairs to fuel farm components.
- n. Comply with NASA, Federal, State, and local environmental laws, regulations, directives, and rules pertaining to aviation fuel farms.

Standard: The activities will be conducted in accordance with approved work instructions and in conjunction with the Fuel Farm Manager. All services will be performed in accordance with paragraph 420 of the GSFC-WFF Airport Operations Manual. Tasks performed in accordance with time frames, quality standards and requirements specified, and documentation prepared as required.

11.9.7 Other Airport Services (IDIQ)

Requirement:

- a. The Contractor shall conduct special surveys and provide special support for operations, such as: tank inspection; emergency battery removal operations; helicopter and aircraft landing and takeoff operations; launch systems; fire suppression actuation; and ground support, including erection of barriers and specialized equipment involving ground vehicles and airborne research when tasked.

Standard: Task(s) performed IAW task order.

- b. The Contractor shall detain vehicles that violate the airfield traffic rules until appropriate citations can be issued. Control tower personnel will identify most traffic violators. Issue citations when authorized. Aircraft pilots without an approved Prior Permission Request will be requested to complete an "Unscheduled Landing Report."

Standard: Operators violating airfield operating rules are detained until appropriate citations or information is obtained.

11.10 Equipment

11.10.1 Maintenance

Requirement:

- a. The Contractor shall provide preventive maintenance on all equipment to avoid significant downtime for any single piece of equipment or apparatus. If significant downtime of a piece of equipment or apparatus occurs, the Contractor shall have systems in place to ensure that all emergency response scenarios can be adequately handled.

Standard: No piece of equipment or apparatus will down for more than 24 hours without a backup system in place.

- b. The Contractor shall perform routine inspections/maintenance of all fire hoses, couplings, nozzles, etc. The Contractor shall also perform routine inspection/maintenance on all fire fighting and emergency response ancillary equipment (such as ropes, ladders, axes, etc.) for proper operation and safe use. The Contractor shall develop a timetable for inspection of ancillary equipment.

Standard: Inspections will be performed in accordance with NFPA standards. The Contractor will provide the government with inspection timetable for approval.

- c. The Contractor shall replace any equipment that does not conform to NFPA standards or that will provide an unsafe condition when used in response to an emergency situation. The Contractor shall notify the government of problems with government furnished equipment that will require replacement. The Contractor shall also develop the procedures for taking equipment out of service for maintenance and replacing equipment.

Standard: The Contractor will ensure that all equipment is available in order to provide emergency response capabilities outlined in section 11.1.0.

- d. The Contractor shall provide and maintain a log of all equipment inspections. Information that should be contained in the log would include items such as inspection date, piece of equipment inspected, next scheduled inspection date, and results of inspection. The Contractor is not limited to providing just the above information. The equipment inspection log shall be maintained at each Fire Station.

Standard: The Contractor will make entries into inspection logs within 2 days of completion of inspection.

11.10.2 Testing/Calibration

Requirement:

- a. The Contractor shall perform all calibrations on equipment that does not need to be sent out for calibration. The Contractor shall arrange for calibration of equipment that must be done by outside sources and provide means necessary to get equipment to that source. The Contractor shall ensure that equipment is calibrated IAW the manufacturers recommendations. For equipment that is sent out for calibration, the Contractor shall ensure that the piece of equipment will not affect the overall capability to provide emergency services. If the equipment does affect emergency services, then the Contractor shall ensure that adequate measures are in place to replace that piece of equipment while it is out for calibration.

Standard: The Contractor will ensure that 100% of equipment is properly calibrated. The Contractor will send out equipment to outside sources for calibration no later than 1 month of its scheduled calibration date. The Contractor will provide all of the equipment necessary for emergency response at all times.

- b. The Contractor shall develop and maintain a log of equipment that requires calibration, the frequency of calibration, etc. that details when the equipment was last calibrated and when it is expected to be calibrated again. The Contractor shall use some method to note which equipment is considered critical for emergency services and needs to be sent to outside sources for calibration.

Standard: The calibration log shall be maintained and be readily available for government inspection.

- c. In addition to inspections and maintenance, it is necessary to test the functional capability of equipment. The Contractor shall provide for testing of all equipment to ensure proper operation and record results of testing.

Standard: Results will be recorded in a central log and will be available for government inspection.

11.10.3 Personal Gear

Requirement:

- a. The Contractor shall provide appropriate gear for any personnel involved in emergency response scenarios. The Contractor shall ensure that all gear is properly sized, fitted, adjusted, etc. to ensure that the user is not placed in an unsafe condition when using the gear.

Standard: The Contractor will provide personnel gear in accordance with NFPA 1500.

- b. The Contractor shall provide preventive maintenance on all personal gear such as boots, helmets, breathing apparatus, etc. and ensure that all equipment is safe to use.

Standard: The Contractor will provide maintenance in accordance with NFPA standards.

- c. The Contractor shall provide and maintain a log of all personnel gear issued, tested and maintained for each person responsible for emergency response services. The log should delineate what personnel are assigned based on their expected roles in an emergency situation.

Standard: The personal gear log will be maintained at each station and be made readily available for government inspection.

11.10.4 Other Equipment and Expendable Supplies

Requirement: The Contractor shall provide all other equipment and expendable supplies that are required to fulfill requirements of this SOW.

Standard: The Contractor has sufficient supplies and other equipment to respond to emergencies.

11.11 Carbon Dioxide/FM200 Suppression System

11.11.1 Training Requirements

Introduction: The government will make available the necessary training that explains the hazards involved with the CO2 or FM 200 system, the effects of CO2 or FM 200 on the body, and how to appropriately respond to an emergency involving the CO2 or FM 200 system.

Requirement:

- a. The Contractor shall provide training on the proper operation of all the features of the CO2 or FM 200 suppression system to all personnel that will be involved with the use of the fire suppression system. Personnel are expected to know as a minimum: the sequence of operations for the system, how to zone out individual components of the system, the location of all the cylinders, and how to properly clear trouble alarms through the alarm panel.

Standard: The Contractor will develop standard necessary to determine if personnel have been properly trained and submit to the government for approval.

- b. The Contractor shall provide the time and resources to ensure that all personnel attend the training.

Standard: The Contractor will develop a listing of all personnel whom attended training and provide for government inspection. Any personnel not trained on the system will not be able to perform the tasks associated with the system.

- c. The Contractor shall develop and maintain the protocol for determining that the work environment is safe for entry after a CO2 or FM 200 discharge. The Contractor shall ensure that all emergency response personnel on all shifts are familiar with the protocol.

Standard: The Contractor will develop protocol and submit to the government for approval.

- d. The Contractor shall keep records of any training received with respect to the CO2 or FM 200 system.

Standard: The Contractor will provide the records in a separate binder, clearly marked and readily available, and maintained at each Fire Station.

11.11.2 Response Procedures**Requirement:**

- a. The Contractor will be responsible for developing the appropriate response procedure in the event of a CO2 or FM 200 discharge. Procedure will be made readily available for all personnel to review on a daily basis. The Contractor will also be responsible for developing the procedure for verification that the working environment is safe for employee return following a discharge of the CO2 or FM 200 system.

Standard: Meets quality, timeliness and documentation requirements.

- b. The Contractor shall be responsible for developing the rescue procedures in the event that personnel are trapped under the floor.

Standard: Meets quality, timeliness and documentation requirements

11.12 Project and Other Support

This is specialized support by emergency response trained personnel to support special projects. Examples include:

11.12.1 Hot Pad

Requirement: The Contractor shall assist project personnel in the monitoring of hazardous materials and be prepared for immediate response to protect personnel and property.

Standard: Meets quality, timeliness and documentation requirements.

11.12.2 Launch Support

Requirement: The Contractor shall provide response crews for pre-launch and post-launch hazard control.

Standard: Meets quality, timeliness and documentation requirements.

11.12.3 Other Support (IDIQ)

Requirement: The Contractor shall provide response crews for other projects as directed by the CO.

Standard: . Meets quality, timeliness and documentation requirements.

12.0 TELECOMMUNICATIONS AND ENGINEERING SERVICES SUPPORT

12.1 General Information

12.2 Telecommunications and Engineering Services Support

12.2.1..... Telephone System Support

12.2.2..... RESERVED

12.2.3..... Administrative Intercom Paging System Support (IDIQ)

12.2.4..... Computer Local Area Network and Wide Area Network System Support

12.2.5..... ISDN Equipment, Video Conferencing and Audio Conferencing System Support

12.2.6..... Radio Frequency Broadband Cable Distribution System Support

12.2.7..... Safety and Security Monitoring and Closed Circuit TV (CCTV) System Support

12.2.8..... Telecommunications Cable Plant System Support

12.2.9..... Information Security

12.2.10..... Telecommunications Help Desk Support

12.0 TELECOMMUNICATIONS AND ENGINEERING SERVICES SUPPORT

12.1 General Information

Introduction: NASA and its partners; the U.S. Navy and the Virginia Space Port, at the Wallops Flight Facility (WFF), require world-class telecommunications and engineering support to ensure critical real-time mission support and effective daily operations. Tenants, reimbursable customers, and projects that are supported at the WFF also require the above support.

Currently, WFF telecommunications are provided by a number of resident contracts. Some of these contracts will continue to provide portions of the overall telecommunications support. This contract will provide new support and services, as well as supplement and enhance the existing services.

The WFF communications system consists of administrative and mission oriented networks and systems. Support for these networks and systems must be timely and effective. The communications system at WFF encompasses the main campus and the Island launch facility. The system services approximately 2,000 on-site civil service, military, contractor, tenant, reimbursable, project, and range user personnel through several independent systems.

The systems allow communications by telephone, telephone operators, intercoms, computer local area networks, wide area networks, video conferencing, audio conferencing, Radio Frequency (RF) and video distribution, energy/security monitoring and closed circuit television (CCTV). Information security for all of the above systems is paramount at the Wallops Flight Facility.

The WFF phone system consists of a ROLM Digital PBX telephone system with a main switch on the main campus and two nodes switches on the Island. The switches, end user devices, and associated cable plant are currently, and will continue to be maintained by Siemens.

The operators service user personnel through two operator consoles. The consoles allow through dialing in and out (where central office and intercommunicating calls are switching automatically). Individual stations are able to call transfer, add-on a third party, and make use of the consultation hold feature (all of which require no intervention or assistance of the telephone operator). The above systems are interconnected by several cable plant distribution systems composed of fiber optic and copper media.

The intercom/base paging system is installed in all inhabited buildings and consists of a main amplifier, cable system, and speakers. Some buildings have speakers mounted externally and all have several speakers distributed throughout the building. The purpose of the system is to provide facility wide voice paging activated through the phone system. The infrastructure of this system is currently and will continue to be maintained by NASA's CSOC contract for mission and administrative purposes. Support from this contract will be for new installations to non-CSOC supported customers (tenant and reimbursable) who desire this service.

The computer local area network system is installed in the majority of the inhabited buildings. The NASA system is configured in a star topology and connected via single and multi mode fiber optics. The system operates on 10 and 100 megabits per second switched and routed ethernet technology. The internal building cable system is a combination of coax (10Base2) and twisted pair (10Base-T) media and fiber optics. The Navy's infrastructure is similar to NASA's but totally isolated. A majority of the buildings contain an equipment rack to support the network. Installed in the racks are various network components including switches, routers, repeaters, and transceivers. The wide area networks are predominantly installed in the main communications building F-2, with extensions to the tracking stations and the Island. Some portions of the wide area services are maintained by the CSOC contract. The system is composed of routers and Asynchronous Transfer Mode (ATM) switches. The system is connected via fiber and copper media. NASA is currently

supported for local network connectivity via the ODIN contract. Support from this contract will be for new networking initiatives, non-ODIN and non-CSOC supported networks at NASA (tenant and reimbursable), and for the Navy's current installed network infrastructure.

The current deployment of ISDN equipment and video conferencing at WFF consists of conference room units and personal desktop systems connected via the Internet Protocol (IP) and through the Integrated Services Digital Network (ISDN) switches and networks. The audio conferencing capability at WFF consists of conference room systems and desktop phones connected through the ROLM Phone system. NASA, also utilizes switched 56 Kb/s VITS video teleconferencing systems for senior management meetings. There are 2 VITS systems at WFF and require operator attendance during their operation.

The RF broadband cable and video distribution system at WFF services the majority of inhabited buildings. The system consists of head ends on the main campus and island with main switches, multiplexers, distribution amplifiers, and the coax cable system. The infrastructure of this system and all associated mission nodes are currently and will continue to be maintained by NASA's CSOC contract. Support from this contract will be for new initiatives and non-CSOC supported customers (tenant and reimbursable) who require access to the system via a node.

The safety and security monitoring and CCTV systems are not yet widely deployed. Typical deployment will consist of various security monitoring devices, cameras (fixed and pan/tilt), multiplexers, recorders, and display systems.

The telecommunications cable plant system consists of copper (coax, twisted pair, and multi-pair) and fiber optic (single and multimode) media, all associated fiber and copper management racks, all terminations, and documentation. The cable plant utilizes conduits, ductbanks, cable trays, and direct buried. The cable plant is installed inter and intra-building, on the WFF main campus and the Island. The cable plant also connects the WFF main campus and the Island launch facility via copper and fiber via the road and through the water.

Information security has become a main concern for the WFF and its customers. Currently NASA provides a civil servant to act as the Information Technology Security Officer (ITSO). The ITSO, with part-time contract support tracks all security incident reports. They insure that policies are disseminated and implemented, assist in the performance of investigations, correction of compromised systems, preventative measures, implementations, and reporting of incidents.

12.2 Telecommunications and Engineering Services Support

Introduction. The Contractor shall perform telecommunications and engineering service support on government and Contractor provided and serviced facilities and equipment. The Contractor shall perform new and sustaining engineering, installations, operations, systems design, configuration, implementation, monitoring, analysis, documentation, engineering drawings, and maintenance. Support is required from 6:00 a.m. to 6:00 p.m. Monday through Friday. Overtime and/or shift changes may be required to support night, weekend, and/or holiday launches or other emergency operations. All requests for systems support will be accomplished by Telecommunications Service Request (TSR), according to the priorities established by the Contracting Officer to fulfill the design requirements of NASA, its partners, tenant, reimbursable, and project organization's programs.

12.2.1 Telephone System Support

Requirement: The Contractor shall provide, system administration support to include processing of TSR's, Move Adds and Changes (MAC), database maintenance, preparation of billing and usage reports, and input for phone books. MAC work will be accomplished within 3 business days of receipt. Databases will be updated within 2 business days upon completion of work associated with TSRs. Billing and usage reports will be provided to the CO in the approved format within 2 business days of request. Status reports of requests shall be available electronically so that authorized personnel can review the latest status.

Standard: Timeliness – each of the above is performed on time. Quality: work is IAW prescribed procedures and formats. Documentation – Databases and files are complete, orderly, up-to-date and available for review.

12.2.2 RESERVED

12.2.3 Administrative Intercom Paging System Support (IDIQ)

Requirement: The Contractor shall:

- a. Be responsible for support of the administrative intercom paging system. This is a landline-based system.

- b. Provide support that includes but is not limited to the new and sustaining engineering, installation, operation, maintenance, configuration, and analysis of systems.
- c. Install, operate, and maintain the associated amplifiers, speakers, controls, other miscellaneous

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associated hardware/software, and cable plant to include moves, adds, and changes (MAC) as directed by Telecommunications Service Requests (TSR).

- d. Provide system administration support to include processing of TSR's, database maintenance, documentation, and engineering drawings.
- e. Provide administrative intercom system support from 6:00 a.m. to 6:00 p.m. Monday through Friday. Overtime and/or shift changes may be required to support night, weekend, and/or holiday launches or other emergency operations.
- f. Provide maintenance of the intercom paging system equipment in accordance with telecommunication help desk trouble call procedures, priorities and timeframes.
- g. Accomplish MAC work within 3 business days of receipt of request.
- h. Update databases within 2 business days upon completion of work associated with TSRs.
- i. Update and prepare documentation and engineering drawings shall be made available to the CO in the approved format within 10 business days of work completion.

Standard: Timeliness: each of the above is performed on time. Quality: work is IAW prescribed procedures and formats. Documentation – Documentation, databases, and engineering drawings are complete, orderly, up-to-date and available for review.

12.2.4 Computer Local Area Network and Wide Area Network System Support

Requirement: The Contractor shall:

- a. Be responsible for support of the Computer Local Area Network and Wide Area Network Systems.
- b. Provide support that includes but is not limited to the new and sustaining engineering, installation, operation, maintenance, configuration, and analysis of systems.
- c. Install, operate, and maintain the associated ethernet, ATM, and other networking formats switches, routers, repeaters, transceivers, other miscellaneous associated hardware/software, and cable plant to include moves, adds, and changes (MAC) as directed by Telecommunications Service Requests (TSR).
- d. Provide system administration support to include processing of TSR's, database maintenance, documentation, and engineering drawings.
- e. Provide Computer Local Area Network and Wide Area Network System support from 0600 hours to 1800 hours Monday through Friday. Overtime and/or shift changes may be required to support night, weekend, and/or holiday launches or other emergency operations.
- f. Provide maintenance of LAN and WAN system equipment in accordance with telecommunication help desk trouble call procedures, priorities and timeframes.
- g. Accomplish MAC work within 3 business days of receipt.
- h. Update databases within 2-business days of completion of work.
- i. Update and prepare documentation and engineering drawings shall be made available to the CO in the approved format within 10 business days of work completion.

Standard: Timeliness: each of the above is performed on time. Quality: work is IAW prescribed procedures and formats. Documentation – Documentation, databases, and engineering drawings are complete, orderly, up-to-date and available for review.

12.2.5 ISDN Equipment , Video Conferencing and Audio Conferencing System Support

Requirement: The Contractor shall:

- a. Be responsible for support of ISDN equipment, video and audio conferencing systems.
- b. Provide support that includes but is not limited to the new and sustaining engineering, installation, operation, maintenance, configuration, and analysis of systems.
- c. Install, operate, and maintain the associated ISDN and IP end equipment, switches, customer conference equipment, other miscellaneous associated hardware/software, and cable plant to include moves, adds, and changes (MAC) as directed by telecommunications Service Requests (TSR).
- d. Provide system administration support to include processing of TSR's, database maintenance, documentation, and engineering drawings. Provide video and audio conferencing system support from 6:00 a.m. to 6:00 p.m. Monday through Friday. Overtime and/or shift changes may be required to support night, weekend, and/or holiday launches or other emergency operations.
- e. Provide maintenance of ISDN and IP equipment, Video Conferencing and Audio Conferencing System equipment in accordance with telecommunication help desk trouble call procedures, priorities and timeframes.
- f. Accomplish MAC work within 3 business days of receipt.
- g. Update databases within 2 business days of completion.
- h. Update and prepare documentation and engineering drawings shall be made available to the CO in the approved format within 10 business days of work completion.

Standard: Timeliness – each of the above is performed on time. Quality: work is IAW prescribed procedures and formats. Customer Satisfaction is determined by responsiveness, helpfulness, knowledge, professionalism, attitude, and demeanor. Documentation –

Databases, documentation, and engineering drawings are complete, orderly, up-to-date and available for review.

12.2.6 Radio Frequency Broadband Cable Distribution System Support

Requirement: The Contractor shall;

- a. Be responsible for support of the RF broadband cable distribution system.
- b. Provide support that includes but is not limited to the new and sustaining engineering, installation, operation, maintenance, configuration, and analysis of systems.
- c. Install, operate, and maintain the associated switches, multiplexers, distribution amplifiers, modulators/demodulators, other miscellaneous associated hardware/software, and coax cable plant to include moves, adds, and changes (MAC) as directed by Telecommunications Service Requests (TSR).
- d. Provide system administration support to include processing of TSR's, database maintenance, documentation, and engineering drawings.
- e. Provide RF broadband cable distribution system support from 0600 hours to 1800 hours Monday through Friday. Overtime and/or shift changes may be required to support night, weekend, and/or holiday launches or other emergency operations.
- f. Provide maintenance of RF cable broadband cable distribution system equipment in accordance with telecommunication help desk trouble call procedures, priorities and timeframes.
- g. Accomplish MAC work within 3 business days of receipt of request.
- h. Update databases within 2 business days of completion of work.
- i. Update and prepare documentation and engineering drawings shall made available to the CO within 10 business days of work completion.

Standard: Timeliness – each of the above is performed on time. Quality: work is IAW prescribed procedures and formats. Customer Satisfaction is determined by responsiveness, helpfulness, knowledge, professionalism, attitude, and demeanor. Documentation – Databases, files, and engineering drawings are complete, orderly, up-to-date and available for review.

12.2.7 Safety and Security Monitoring and Closed Circuit TV (CCTV) System Support

Requirement: The Contractor shall:

- a. Be responsible for maintenance support of the security monitoring equipment and CCTV system.
- b. Provide support that includes but is not limited to the new and sustaining engineering, installation, operation, maintenance, configuration, and analysis of systems.
- c. Install, operate, and maintain the associated monitoring devices, cameras, recorders, multiplexers, display devices, other miscellaneous associated hardware/software, and cable plant to include moves, adds, and changes (MAC) as directed by Telecommunications Service Requests (TSR).
- d. Provide system administration support to include processing of TSR's, database maintenance, documentation, and engineering drawings.
- e. Provide Safety and security monitoring and closed circuit TV system support from 0600 hours to 1800 hours Monday through Friday. Overtime and/or shift changes may be required to support night, weekend, and/or holiday launches or other emergency operations.
- f. Provide maintenance of safety and security monitoring equipment and CCTV system in accordance with telecommunication help desk trouble call procedures, priorities and timeframes.
- g. Accomplish MAC work within 3 business days of receipt of request.

- h. Update databases within 2 business days of completion of work.
- i. Update and prepare documentation and engineering drawings shall made available to the CO within 10 business days of work completion.

Standard: Timeliness – each of the above is performed on time. Quality: work is IAW prescribed procedures and formats. Customer Satisfaction is determined by responsiveness, helpfulness, knowledge, professionalism, attitude, and demeanor. Documentation – Databases, files, and engineering drawings are complete, orderly, up-to-date and available for review.

12.2.8 Telecommunications Cable Plant System Support

Requirement: The Contractor shall:

- a. Be responsible for support of the telecommunications cable plant system (copper and fiber).
- b. Provide support that includes but is not limited to the new and sustaining engineering, installation, operation, maintenance, configuration, analysis and documentation of systems.
- c. Submit within 10 business days a plan to the CO for approval, which identifies procedures and a schedule for preparing engineering drawings for undocumented cables that are detected.
- d. Install, operate, and maintain the associated transmitters, receivers, multiplexers, channel banks, wire distribution centers, other miscellaneous associated cable plant hardware/software, cable distribution trays, inter-building wire and cable installations, and intra-building wire and cable installations to include moves, adds, and changes (MAC), and splices (internal and external) as directed by Telecommunications Service Requests (TSR).
- e. Provide system administration support to include processing of TSR's, database maintenance, documentation, and engineering drawings.
- f. Provide telecommunications cable plant system support from 0600 hours to 1800 hours Monday through Friday. Overtime and/or shift changes may be required to support night, weekend, and/or holiday launches or other emergency operations. Emergency cable repair for mission support shall be responded to in accordance with emergency trouble call procedures.
- g. Accomplish MAC work within 3 business days of receipt of the request.
- h. Update databases 2 business days of work completion.
- i. Update and prepare documentation, databases, and engineering drawings shall made available the CO within 10 business days of work completion.

Standard: Timeliness – each of the above is performed on time. Quality: work is IAW prescribed procedures and formats. Customer Satisfaction is determined by helpfulness, knowledge, professionalism, attitude, and demeanor. Documentation – Databases, files, and engineering drawings are complete, orderly, up-to-date and available for review.

12.2.9 Information Security

Requirement: The Contractor shall:

- a. Assist the Information Technology Officer (ITSO) with the management of NASA's Information Security Program following current NASA and GSFC policies and guidelines.
- b. Coordinate, monitor, implement and report on the development of the information security infrastructure to support information security services. These services shall include but are not limited to: computer security awareness and training, computer security incident response, investigation assistance, intrusion detection, virus detection, elimination, and prevention, computer security plan preparation, Certification and Accreditation, risk analysis and disaster recovery, continuity of operations, and contingency planning.
- c. Perform system security management, installing, maintaining and monitoring security software and devices and other miscellaneous associated hardware/software.

- d. Provide recommendations for network security software and configuration. The Contractor shall provide Network Security Services including, but not limited to access control, authentication, and non-repudiation.
- e. Review system audit reports weekly.
- f. Provide written monthly analysis of all detected deficiencies and vulnerabilities with recommendations for their correction and elimination.
- g. Prepare and maintain accreditation documentation for systems and networks. All documentation shall be submitted to the CO for approval. Initial Interim Authority to Operate documentation shall be prepared and delivered to coincide with system implementation. Risk Analysis and System Test and Evaluation shall be completed within 120 days of system implementation.

Standard: The Contractor shall prepare and maintain current contingency plans for all systems and networks. All plans shall be submitted to the CO for approval. Virus detection updates shall be installed within 2 working days of receipt. Incident reports shall be initiated within 24 hours of occurrence. Investigation assistance will be as requested by the ITSO or investigating officials.

12.2.10 Telecommunications Help Desk Support

Requirement: (Refer to Section 1.1.2 for criteria on Emergency and Routine Trouble Calls.) The Contractor shall:

- a. Be responsible for providing a user telecommunications help desk.
- b. Provide support that includes but is not limited to first level triage troubleshooting, trouble call logging and documentation, call elevation to next level triage, call backs to verify trouble resolution and customer satisfaction.
- c. Provide system administration support to include processing of trouble calls, database maintenance, documentation, and reports.
- d. Provide telecommunications help desk support from 0600 hours to 1800 hours Monday through Friday. Overtime and/or shift changes may be required to support night, weekend, and/or holiday launches or other emergency operations. Mission related trouble calls shall have priority over all other incoming calls.
- e. Maintain an up-to-date database of all telecommunications trouble calls, available for status review by authorized personnel.

Standard: Timeliness – each of the above is performed on time. Quality: work is IAW prescribed procedures and formats. Customer Satisfaction is determined by responsiveness, helpfulness, knowledge, professionalism, attitude, and demeanor. Documentation – Databases and files are complete, orderly, up-to-date and available for review.

13.0 INFORMATION RESOURCE MANAGEMENT SERVICES

13.1	General Information	
13.2	Network Systems Engineering	(IDIQ)
13.3	Software Development and Maintenance	(IDIQ)
13.3.1	Data Management	(IDIQ)
13.4	Network and Systems Maintenance	(IDIQ)
13.5	Network Administration	(IDIQ)
13.6	Information Technology for the 21 st Century (IT21)	(IDIQ)
13.7	Asset Management	(IDIQ)
13.8	Information Security	(IDIQ)
13.9	Help Desk	(IDIQ)
13.10	Training	(IDIQ)
13.11	Web Page and Intranet Administration Support	(IDIQ)

13.0 INFORMATION RESOURCE MANAGEMENT SERVICES

13.1 General Information

Introduction: The Navy at Wallops Island utilizes numerous Automated Information Systems (AIS). The Navy has several interconnected Local Area Networks (LANs). The networks support the sharing of information and computer equipment throughout the Navy at Wallops Island and selected facilities. The network provides controlled access to specialized application programs, electronic transport of digital word processing, graphics, databases, spread sheets, and AutoCAD files, electronic mail, organizational and department level electronic calendars, and access to selected external government computer systems. There is limited access into the Wallops Island Navy network by external computer systems, by both local and remote sites. In addition to the networks, the Navy has standalone AIS's for specialized efforts.

The rapid evolution of Information Technology opens up new possibilities to deal with various kinds of complex decision making situations for all levels of management. The use of technology must result in more effective and efficient methods for achieving the Navy's mission. Information networks must use advances in communication and computing technology to connect widely dispersed and diverse forces into an effective and coordinated team. Information Resource Management projects must reflect a disciplined approach for planning, execution and Life Cycle Management.

13.2 Network Systems Engineering (IDIQ)

Introduction: This process consists of the logical sequence of activities and decisions transforming an operational need into a description of system performance parameters and a preferred system configuration. This service provides system wide integration of all components--hardware and software.

Requirement:

- a. The Contractor shall perform continuous software and system design, integration, and implementation across all life cycle phases for the Wallops Island Navy information systems and infrastructure. Objective is to avoid unscheduled downtime, maximize network performance and plan for future growth. Focus is on technology insertion, practical design using commercial and government-developed software, architecture development, information systems analysis, computer software and hardware systems analysis, technical integration, and information technology assessment (including computer hardware and software, communications hardware and software, information security and information management).
- b. The Contractor shall provide to the CO within thirty working days following contract start date, a plan, including a schedule and milestones, for identifying, validating and documenting existing and future hardware and software requirements. This plan shall be reviewed and validated or updated annually not later than the anniversary date.
- c. The Contractor shall identify, validate, and document existing and future network hardware and software requirement recommendations in accordance with the approved plan.
- d. The Contractor shall identify and document electronically, available for review by authorized personnel, network deficiencies within 24 hour of detection and shall recommend upgrades/replacements.

- e. The Contractor shall research and recommend standard desktop configuration in accordance with the approved plan and shall provide implementation schedule proposals.
- f. The Contractor shall supply at least 90 days before 30 September of the year before the update is required, equipment deficiency and upgrades identified and documented.

Standard: Plan is complete and submitted on time. Applicable work is performed complete and on time in accordance with the approved plan. Networks and systems are operational and responsive to user requirements. Systems processing times optimized and wait time between screens within industry standards. Validated infrastructure upgrades/changes are maintained. System access and workstation response time is optimal and within current established industry standards. Validated user requirement service is installed, upgraded or changed. Documentation is current and available for review by authorized personnel. Implementation schedules approved by the CO are met 95% of the time.

13.3 Software Development and Maintenance (IDIQ)

Introduction: Functional areas dependent on software development and maintenance include, but are not limited to Combat Systems Scheduling, Financial Reporting and Reconciliation, Plant and Minor Property Inventory, Telecommunications Management, Security clearances and requests; and Hazardous Materials Management. Existing applications are in Delphi and Oracle and Microsoft Access.

Requirement:

- a. The Contractor shall develop, modify and maintain non-tactical computer applications and databases. The Contractor shall provide maintenance programming and support for the continued operation of legacy systems currently used by the Navy. Legacy systems will be maintained and updated to meet evolving Navy requirements.
- b. The Contractor shall deliver fully operational systems conforming to the operational environment and specified user requirements. Interfaces must contain compatibility among system components in the operational environment. Newly developed software shall not adversely affect system performance.
- c. The Contractor shall provide recommendations for consolidation and elimination of applications where duplication of effort exists or where there is potential for efficiency and increased productivity. New releases of applications must maintain previously provided functionality, while providing enhanced capabilities or system corrections.
- d. The Contractor shall develop, maintain and submit to the CO for approval documentation on all applications to include user manuals and source code listings within 30 working days of the delivery of any programs or change.
- e. The Contractor shall develop, maintain and submit to the CO for approval documentation of all changes to legacy systems. Development and execution shall include system security considerations and program backups. All programs shall be compatible with current hardware and software and be functional to meet required systems architecture and processing capabilities. Source code listings shall include program structure, variable and field definition and mapping, and all maintenance programming documentation.
- f. The Contractor shall maintain compatibility as Navy hardware and software is upgraded. All data belongs to the Government. All software programs developed for and delivered to the Government are the property of the Government.

Standard: Accurate, efficient and tested application programs and databases meeting user's requirements provided with proper security delivered on time 98% of the time. All software application development, testing and installation are performed within negotiated timelines. Interface data maintained as required to support local requirements and deadlines. All documentation is compliant with the requirements and furnished on time.

13.3.1 Data Management (IDIQ)

Introduction: The Navy at Wallops Island has implemented a Continuous Process Improvement Program using the criteria for the Malcolm Baldrige National Quality Award. The Navy has requirements to gather and analyze data for various purposes including but not limited to Continuous Process Improvement. The development and efficient management of databases, and the ability to produce comprehensive and useful reports from this data is key to providing management daily up to date information necessary to make complex business decisions. Data from two or more databases may be needed to produce some reports. Data gathered may need to be input into two or more databases. Access to database information for input and output must be universal so that those users that generate input can input, and those requiring output can get to it. Distant sources of information/data may provide data or be the recipient of information/data.

Requirement:

- a. The Contractor shall continuously identify, gather and analyze data from multiple database sources.
- b. The Contractor shall also design database structures and links between databases.
- c. The Contractor shall provide methods for inputting data into multiple databases and provide methods for generating reports from databases.
- d. The Contractor shall manage databases and perform preventive and corrective maintenance for optimum performance (with no more than 2% downtime for performing maintenance). Database architecture shall be reported to the customer annually, and within 30 days of any change.
- e. The Contractor shall document all changes and modifications as Computer Program Change Requests (CPCR). Software shall be written, tested, installed, and demonstrated within the CO approved time period.
- f. The Contractor shall provide methods to collect and distribute data from distant locations (possibly via the Internet), and methods to collect data from multiple databases for transmission to distant locations.
- g. The Contractor shall make recommendations on the consolidation and modification of databases. Database management shall consider hardware and software limitations, speed of operations to industry standards, architecture to optimize memory and speed.
- h. The Contractor shall provide reporting of database status parameters quarterly not later than the 15th day of each quarter.

Standard: Databases are functional, operational and responsive to customer requirements with no more than 2% downtime for preventative and corrective maintenance action. Data and database management makes optimum use of available resources (speed, hardware, software, and manpower). All of the above requirements are completed on time. Software maintenance, including upgrades and Computer Program Change Requests (CPCR), are accomplished within approved time periods.

13.4 Network and Systems Maintenance**(IDIQ)****Requirement:**

- a. The Contractor shall develop within 30 days following the start of the contract and submit to the CO for approval, and implement within 15 days of approval, Preventative Maintenance and Configuration Management programs for hardware and software network assets.
- b. The Contractor shall provide labor and tools to perform minor cable installation as required by configuration changes to the network.
- c. The Contractor shall perform installation, maintenance, and minor repair services of network and stand-alone AIS equipment and components (to include PCs and peripherals) as requested. PC and peripheral service shall include but not be limited to: reset boards, check configurations and settings, load drivers and replace broken component parts of the system such as disk drives, monitors, keyboards, chips, CPU boards, and mouse.
- d. The Contractor shall document, step by step, all network and system failures and their resolution. Documentation of all network and system failures and their resolution shall be provided to the CO within 10 working days of resolution.
- e. The Contractor shall install computer programs as directed (both commercially licensed and custom developed). The Contractor shall monitor and decode LAN protocols and perform network troubleshooting.

Standard: Preventative Maintenance and Configuration Management programs implemented on time. Approved preventative maintenance schedules met 98% of the time. Approved Configuration standards followed consistently. Network and system failures promptly troubleshoot to determine cause of problem or failure. Validated and authorized repairs completed on time. All documentation is complete and submitted on time.

13.5 Network Administration**(IDIQ)**

Requirement:

- a. The Contractor shall provide continuously technical/administrative support for the effective and efficient administration and management of Navy networks. The Contractor shall ensure that all systems are operational when needed (effective) and user friendly with the least amount of effort by the user (efficient). The Contractor shall generate, when required and in accordance with the network operating systems requirements, logical network host tables.
- b. The Contractor shall continuously monitor, troubleshoot and resolve connectivity issues. The
- c. Contractor shall document (electronically and hardcopy) and submit to the CO for approval all network configurations within 45 days of the contract start date. Configuration change documentation shall be submitted to the CO for approval within one week.
- d. The Contractor shall manage user accounts.
- e. The Contractor shall provide full Systems Integration for all SCSC non-tactical AIS.
- f. The Contractor will manage the network auditing system. The Contractor shall provide monthly (not later than the 30th day of each month for the preceding month) network auditing reports to the CO, in the approved format, to include, but not limited to, system events, file and directory events, and user events. Daily monitoring of access reports shall be accomplished. Unauthorized system entry shall be documented and reported immediately upon discovery.
- g. The Contractor shall provide written summaries and recommendations as needed if network audits identify potential vulnerabilities, poor or incorrect configuration, or network services vulnerable to attack or exploitation.
- h. The Contractor shall make recommendations on network auditing software and procedures.
- i. The Contractor shall manage the e-mail delivery system. The Contractor shall perform daily incremental and weekly full system backups in accordance with prescribed Navy backup policy. All data is the property of the Government. Network and systems data shall be secured in accordance with DOD Directives and Navy instructions. User access shall be verified after each computer system upgrade. Access to files, directories and all data shall be restricted to authorized users.
- j. User access shall be granted or denied within one working day of receipt of approved request.

Standard: Emergency requirements shall be accomplished completely and on time. Contingency plans are followed. Electronic mail received and delivered in a timely manner with less than 2%-unscheduled downtime. If required, restoration of information from backups shall be completed within 24 hours. No lost data. All network administration functions are performed complete and on time and in accordance with applicable network administration procedures. Zero instances of security compromise due to the fault of the Contractor. Customer satisfaction (95%) based on responsiveness, knowledge, attitude, and system reliability.

13.6 Information Technology for the 21st Century (IT21) (IDIQ)

Introduction: The goal of IT21 is to take all applications--both tactical and non-tactical and at all levels of latency--from weapons control to force coordination--and to put those on a single integrated network. IT-21 is the technology enabler for Network Centric Warfare (NCW) and Joint Vision 2010 (JV 2010).

Requirement:

- a. The Contractor shall coordinate and work with the Government and other Contractors to identify requirements for the interface between tactical and non-tactical information systems.
- b. The Contractor shall assist in the upgrade of system and network assets to meet IT21 standards.
- c. The Contractor shall identify, validate, and document existing and future IT21 requirements.
- d. The Contractor shall identify network deficiencies and IT21 upgrades/ replacements required supporting futures needs.

- e. The Contractor shall identify and document equipment and software deficiency and upgrades at least 90 days before 30 September of the year before the update is required.

Standard: All IT21 deadlines met. Quality and documentation standards are met.

13.7 Asset Management (IDIQ)

Requirement:

- a. The Contractor shall maintain and document non-tactical hardware and software inventories to include licensing.
- b. The Contractor shall develop and maintain a non-tactical repair/spare parts inventory. The Contractor shall document, maintain and track vendor and manufacturer warranties
- c. The Contractor shall provide recommendations to the CO for improving the inventorying of software.
- d. The Contractor shall provide inventory documentation, including reports, summaries and validation to the CO as requested, but not less than annually.
- e. The Contractor shall provide to the CO documented deficiencies and additional assets needed to meet current or immediate future requirements within 10 working days of identification. All data collected belongs to the Government.

Standard: All documentation and reports are complete, accurate and on time.

13.8 Information Security (IDIQ)

Requirement:

- a. The Contractor shall assist the Information Systems Security Manager with the management of the Command's Information Security Program following current DOD and DON policies and guidelines.
- b. The Contractor shall coordinate, monitor, implement and report on the development of the information security infrastructure to support information security services. These services shall include but are not limited to: computer security awareness and training, computer security incident response, intrusion detection, virus detection, elimination, and prevention, computer security plan preparation, Certification and Accreditation, risk analysis and disaster recovery, continuity of operations, and contingency planning.
- c. The Contractor shall perform system security management, installing, maintaining and monitoring security software and devices.
- d. The Contractor shall provide recommendations for network security software and configuration. The Contractor shall provide Network Security Services including, but not limited to access control, authentication, and non-repudiation.
- e. The Contractor shall review system audit reports weekly.
- f. The Contractor shall provide written monthly analysis of all detected deficiencies and vulnerabilities with recommendations for their correction and elimination.
- g. The Contractor shall prepare and maintain accreditation documentation for systems and networks. All documentation shall be submitted to the CO for approval. Initial Interim Authority to Operate documentation shall be prepared and delivered to coincide with system implementation. Risk Analysis and System Test and Evaluation shall be completed within 120 days of system implementation.
- h. The Contractor shall prepare and maintain current contingency plans for all systems and networks. All plans shall be submitted to the CO for approval. Virus detection updates shall be installed within 2 working days of receipt. Incident reports shall be initiated within 24 hours of occurrence.

13.9 Help Desk (IDIQ)

Requirement: Within 30 days of the contract start date, the Contractor shall provide to the CO for approval an implementation plan for

an in-house Network Help Desk. The Contractor shall implement the plan within 10 days of approval. The Help Desk shall provide one focal point for network service requests, scheduling of moves/adds/changes, order fulfillment, new installations, maintenance, and problem resolution. The Contractor shall track, monitor and document all trouble calls from initial report to resolution. The Contractor shall maintain a database of documented actions taken to correct problems. The Contractor shall respond to trouble calls in order received or by designated priority assigned by the CO. The Contractor shall provide monthly status reports of Help Desk operations to the CO. 60% of all trouble calls shall be analyzed, diagnosed and resolved at initial contact, 25% resolved within 24 hours, and 15% resolved by negotiated date. All calls shall be documented and tracked until resolved. Documentation shall be provided to the CO upon request.

Standard: All trouble calls are resolved in a timely manner. All documentation is complete and accurate.

13.10 Training (IDIQ)

Requirements:

- a. The Contractor shall provide user PC hardware and software training for network operations and applications.
- b. The Contractor shall provide training for all new or modified custom or commercial applications or systems at time of installation.
- c. The Contractor shall provide the CO recommendations on training methods and content of training.
- d. The Contractor shall provide to the CO for approval developed outlines for all training and Training Evaluation Surveys.
- e. The Contractor shall distribute Training Evaluation Surveys to all students.
- f. The Contractor shall collect, analyze and provide to the CO results of these evaluations.

Standard: Training is comprehensive and timely. Training well received by users.

13.11 Web Page and Intranet Administration Support (IDIQ)

Introduction: Web page and intranet administration support is necessary to fulfill web page and intranet graphics support

Requirement: The Contractor shall administer, design, layout and maintain an up-to-date web page in accordance with prescribed Navy standards.

Standard: Meets quality, timeliness and documentation requirements.

14.0 TECHNICAL SERVICES

- 14.1 General Information
- 14.2 Administrative Support (Category 2 & 3)
- 14.3 Audio Visual Services (Category 3) (IDIO)
- 14.4 Conference Services
- 14.5 Duplicating Services (Category 2 - Navy) (Category 3 - NASA)
- 14.6 Graphics Services (Category 2)
- 14.7 NASA Wallops Visitor Center (VC) and the Education Resource Center (ERC) (IDIO)
- 14.8 Mail Services (IDIO)
- 14.9 Equipment Maintenance Services: (Category 3)

14.0 TECHNICAL SERVICES

14.1 General Information

Introduction: For the purposes of this Section in addition to Navy there may be occasional support requirements for other local government tenants or partners. The CO will order this support on a case-by-case basis.

The Navy at WFF requires proficient and technically competent administrative services to support their mission, improve the processes, and strategic planning at all levels within the organization. Professional support using computer software packages compatible with current Navy standards and specialized computer programs is required. Certain work performed for this contract may require daily communications and interface between Contractor and Government customers for the purpose of technical clarification, technical assistance and general advice. To adequately perform this work there is a general need for the Contractor to be familiar with and knowledgeable of the Navy organizations and internal codes. Some of this work shall be of high priority and must be produced on a rapid turnaround basis; other work may require frequent changes or continual updating. Technical services in support of Navy requirements require appropriate security clearance and procedures shall be in compliance with prescribed security regulations. Working hours shall normally be from 0800 - 1630, Monday through Friday with the exception of federal holidays. Phone messages from customers shall be responded to no later than 5 p.m. of the next working day after the message is received. Property passes are required for the removal of government-owned equipment from and returned to a Government facility. The Contractor shall utilize a government vehicle in the performance of administrative support in the administrative office, mailroom, and graphics departments. Persons using a government vehicle will possess a valid drivers license.

14.2 Administrative Support (Category 2 & 3)

Introduction: Overall administrative support of basic office tasks is warranted to ensure daily operations run smoothly and are kept on schedule.

Requirement:

- a The Contractor shall, as requested, prioritized and within the time established by the CO, provide word processing, data entry, file management, schedule of events and management availability, document reproduction, office mail management, and visitor greeting and information services support. Support services required include scheduling, support process flow diagramming, processing personnel travel and training services, spreadsheets, digital presentations, serialization of correspondence, maintaining an electronic read file system, maintaining a military leave log and a Navy instruction database, receive, inventory, store and re-order office supplies. All correspondence and deliverables shall be electronically logged by date of receipt of the order, due date and completion date, and made available for status review at any time by authorized personnel. The Contractor shall support command-wide Network Centric and Network Centric Warfare activities.
- b The Contractor shall record, document electronically and make available for review by authorized personnel within 48 hours, minutes from Government planning and management meetings or conferences. The Contractor shall be familiar with the Navy Correspondence standards and shall draft official correspondence and memoranda in accordance with Navy standards.
- c The Contractor shall transmit, receive and acknowledge electronic mail and messages on a continuous basis. The Contractor shall use LAN based computer networks interfacing with the World Wide Web Internet and similar networks to research and provide data and information through the use of search engines. The Contractor shall consolidate search material and editing to integrate information into clear management documents or reports.

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15 January 2002

- d The Contractor shall follow Malcolm Baldrige National Quality Criteria for performance quality self-assessment as part of the quality control program. Included are data gathering from various sources such as verbal, interviews, databases, hard copies, charts, graphs, figures, tables and text to provide the source for reports and other documents; writing documents describing processes, their workings, requirements, measurements, and improvement cycles; maintaining a review process to examine processes for process improvement; conducting statistical and other analyses as required; providing for process improvement input from customers in the form of complaints, suggestions and positive feedback; and managing databases for data collection. The Contractor shall assist in the development, deployment, collection, and analysis of surveys. The Contractor shall assist in strategic planning cycles including on-site

Quarterly reviews and off-site annual sessions. The Contractor shall examine and track strategic planning goals, strategies, and objectives and periodically report on progress. The Contractor shall assure that process improvement tracks the strategic plan.

- e The Contractor shall also provide facilitation (requires a trained facilitator) of TQL and other meetings within 48 hours of receiving a request by the CO.
- f The Contractor shall provide training for Malcolm Baldrige, Strategic Planning, Total Quality Leadership and Process Improvement.
- g The Contractor shall assist in the Naval Sea Systems Command Performance Inspection (CPI) preparation both for the mid-term follow-up and the full CPI.
- h The Contractor shall, as requested, prioritized and within the time established by the CO, write, plan, design, compose, layout, edit proof and prepare professional quality information products, both visuals and documents for print, electronic publication and presentation for public relations purposes. Graphics and layouts shall be in accordance Navy Graphics standards listed in Appendix J. Directions may be from rough draft, brief notes, and/or oral instructions as well as from printed source material, photos, slides or electronic files. The contractor shall gather information, write and publish a quarterly local Navy newsletter titled "Skeeter News" containing information relating to Command events and accomplishments as well as military, civil service and contractor personnel accomplishments. The publication shall be in accordance with Navy Public Affairs Guidance listed in appendix J.

Standard: All deliverables are completed in accordance with Navy standards, electronically logged and completed on time. Zero instances of compromised classified material.

14.3 Audio Visual Services (Category 3) (IDIQ)

Introduction: The Navy and NASA conduct meetings, conferences and ceremonies in which audiovisual support is warranted. This support includes sound systems, video displays and links, TV connections, equipment demonstrations, digital photography, and audio and video taping, including the ordering and inventory maintenance of expendable supplies. The objective is to provide trouble-free (no background noise or interruptions) sound amplification for indoor and outdoor events, often in problematic locations such as airplane hangars.

Requirement:

- a The Contractor shall within 60 days of the contract start date inventory and assess the condition of the audiovisual equipment owned by NASA and Navy. This inventory shall indicate the condition, usefulness and estimated value of this equipment, and recommendations for new equipment necessary to fulfil the requirements of the audio visual support requirements. This inventory shall be submitted to the CO for approval and a decision on what equipment shall be retained. Purchase of new equipment shall be at the direction of the CO. The inventory shall be maintained up-to-date and validated and resubmitted to the CO no later than the anniversary date each year.

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Standard: Inventory is complete and submitted on time.

- b The Audiovisual (A/V) operators shall, as required by the CO, transport, set up, operate and trouble-shoot A/V and television equipment and accessories including, but not limited to, microphones, amplifiers, speakers, projectors, broadcast cameras, video cameras, sound systems, and related equipment. The contractor shall provide digital photography support to cover Public Affair events, mishap investigations and other events as deemed necessary by the Government. The contractor shall process photos electronically and provide prints upon request. The A/V operators shall be able to physically move objects weighing up to 50 lbs., to sit or stand for long periods. All A/V support requirements shall be electronically logged by date of receipt of the order, due date and completion date, and made available for status review at any time by authorized personnel. (See also Section 12 Telecommunications for teleconferencing requirements.)

Standard: Zero instances of compromised classified material. All photographs processed electronically or printed are clear, focused and are of high quality.

14.4 Conference Services

Introduction: The Navy has a need for an on-site or off-site conference facility, equipped with basic supporting materials and audiovisual equipment that shall be available to the Navy. .

Requirement: Develop a plan and cost estimate for CO approval, within 60 days of award, to provide space for a 25 person on-site or

off-site, all-purpose conference facility. The location must be within 3 miles of the most direct route from WFF to Wallops Island or within a 5-mile radius of WFF Main Base Gate. The conference facility shall be comfortable (heated/air-conditioned, well lighted, equipped with restroom facilities, etc.) be equipped with adequate furnishings to include conference table, chairs, electronic white boards, etc. as well as equipped with various materials in support of conferences (i.e. presentation boards, easels, paper, pens, markers, etc.). The Contractor shall coordinate and electronically publish an up-to-date schedule for conference facility. The requirements of paragraph 14.6 will be required in support of activity in this facility.

Standard: Room is available as scheduled. Materials/furnishings are adequate and heating/air conditioning/lighting elements are within comfort zone.

14.5 Duplicating Services (Category 2 - Navy) (Category 3 - NASA)

Introduction: The Navy and NASA have a need for a state-of-the-art duplicating facility at Wallops Flight Facility. The workload is not constant, but peaks must be met to support critical NASA and Navy operations, including requirements for work products to be produced outside the normal business hours stated above. Some of this work shall be of high priority and must be produced on a rapid turnaround basis; other work may require frequent changes or continual updating.

Requirement:

- a The Contractor shall on a continuous basis operate and trouble-shoot on-site state-of-the-art duplicating and binding equipment and accessories including, but not limited to, high-speed duplicators; high-speed digital duplicators; color copier; laminating, folding, trimming, and binding equipment. The Contractor shall order and maintain supplies of consumable materials needed to

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provide services and perform minor on-site equipment maintenance. The Contractor shall be able to manage the work flow to accommodate rush work during normal working hours, however, there may be occasional projects which shall require work to be done outside the normal business hours stated above. A Secret clearance is required.

- b The Contractor shall maintain up-to-date specific measurement metrics (numbers of impressions, toner, paper usage, etc.) in an electronic and approved format that are available at all times for review by authorized personnel.
- c The Contractor shall provide quality work products that shall be complete and equal to the original copy provided by the customer. The Contractor shall show good judgment of whether an original is of reproducible quality and shall be able to remove lines, smudges, dirt marks, or anything not part of the original to attain a good reproducible copy.
- d The Contractor shall comply with all federal regulations as well as NASA and Navy policies and standards concerning printing, duplicating, and copy management. All duplicating support requirements shall be electronically logged by job description, date of receipt of the order, due date and completion date, and made available for status review at any time by authorized personnel.
- e Contractor shall save and store electronic files for reprint as requested. These files remain the property of the Government.

Standard: Meets quality, timeliness and documentation requirements.

14.6 Graphics Services (Category 2)

Introduction: Graphics support is necessary to fulfill print and presentation requirements. Work performed for this contract requires communications and interface with engineering and administrative personnel for the purpose of technical clarification. Graphics products may include, but are not limited to, digital image files, Web and hard copy images, layouts for brochures, booklets, handouts, posters, covers, web pages and signs. The Contractor shall be required to create charts, graphs, and tabular art; flow diagrams, symbols and logo art; technical and scientific illustrations and occasionally 2-D animation and various multimedia products. Some of this work shall be of high priority and must be produced on a rapid turnaround basis other work may require frequent changes or continual updating. Conventional printing products must be purchased through specific agency organizations such as the Defense Printing Service Office (DPSO) for the Navy and NASA Goddard printing office for NASA products.

Requirement:

- a. The Contractor shall provide on a continuous basis, on-site design, layout and illustration, digital image manipulations and technical support for state-of-the-art hardware and software. The Contractor shall provide pre-production design and layout for customer review as well as planning and consultation work in the process of creating final product. The Contractor shall provide matting

services for photographs, certificates, etc. All deliverables shall meet the customer's required date and quality standards.

- b. The Contractor shall maintain up-to-date specific productivity metrics (numbers of slides, brochures, images, etc.) in an electronic and approved format that are available at all times for review by authorized personnel.

Standard: Meets quality, timeliness and documentation requirements.

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14.7 NASA Wallops Visitor Center (VC) and the Education Resource Center (ERC) (IDIQ)

Introduction: The contractor will manage and operate the NASA Wallops Visitor Center (VC) and the Education Resource Center (ERC). This effort includes developing, implementing and promoting public programs, exhibits, tours, and publications representing the research and activities conducted at the Wallops Flight Facility and throughout NASA.

Requirement: The contractor, based on a Task Order, will manage and operate the VC and the ERC for the following schedule:
ERC: 10 a.m. to 4 p.m., Thursday - Saturday, June - September.

VC: 10 a.m. to 4 p.m., Thursday - Monday, March - June and Labor Day - November
10 a.m. to 4 p.m., Monday - Friday, December - February
10 a.m. to 4 p.m., daily, July 4 - Labor Day.

Standard: The VC and the ERC are properly manned in accordance with the above schedule.

14.8 Mail Services (IDIQ)

Introduction: The Contractor shall perform mail service functions for the Navy and NASA as well as their support contractors and tenants at WFF. The operation of the Mail Service Center at WFF involves the processing and delivery of incoming mail, internal mail, outgoing mail, labeled distributions, and special mail services. The MSC is operated in accordance with U.S. Postal Regulations. The Contractor shall be responsive to customers' needs and exhibit a positive customer service attitude toward all persons at all times.

Requirement: The Contractor shall:

- a. Provide continuous and on-going rapid handling and accurate delivery of mail at the lowest cost available.
- b. Mail management operations shall be in full compliance with the local area USPS mail sorting and bagging requirements and the current official Department of Defense Mail Directives and USPS Mail Manuals.
- c. Screen all outgoing international mail against the list of countries that are subject to special policy and procedures per the Wallops Foreign Visits Coordinator, Code 800. The Contractor shall return any outgoing mail addressed to a country appearing on the list to the sender along with a form letter approved by the Code 800 Administrative Officer directing the sender to the Wallops Foreign Visits Coordinator, Code 800.
- d. Handle U.S. Express Mail, Registered Mail, Certified mail, Special Delivery, Special Handling, Insured mail, Return Receipts, Certificates of Mailing, Restricted Delivery, Express Mail, Federal Express Mail, etc.
- e. At no time jeopardize the integrity of the USPS system and ensure the Navy and NASA's mission is protected at all times. The mailroom, mail, and meters shall be in the control of mailroom personnel at all times.

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- f. Maintain accurate and appropriate reports and mail summaries and make them available for review by the CO at any time.
- g. Calibrate equipment scales when necessary and no less than once per year.
- h. Ensure that the daily delivery of all outgoing USPS mail is at the Wallops Island Post Office by 3 p.m. each day for pick up by USPS.
- i. Process and sort internal mail and deliver/pick-up to/from WFF buildings down to the lowest organizational level once daily, or more often on an exception basis as directed by the Contracting Officer. Mail delivery and pick up locations will be established by the Mailroom IPT members and provided to the contractor as required.

- j. Research incorrectly addressed priority, interoffice, and first class within 1 work day, and all others within 2 workdays.
- k. Accurately prepare/process labeled distributions within 3 workdays of receipt unless a longer time frame is negotiated with the project initiator. On an exception basis, distributions within 1 workday will be required for project related document distribution, i.e., Operations and Safety Directives.
- l. Contractor personnel performing mail services shall hold SECRET security clearances and shall handle and safely store all incoming and outgoing sensitive and classified material and special handling mail.
- m. Process all Navy mail through the existing Navy Mail Service Center in Bldg R-30. Process all NASA mail through the existing NASA Mail Services Center in Building E-7.

Standard: All services are provided in accordance with USPS, NASA and Navy standards and regulations, properly documented, and completed on time. Zero instances of Security non-compliance.

14.9 Equipment Maintenance Services: (Category 3)

Requirement:

- a. The Contractor shall trouble-shoot and repair Technical Services equipment and accessories required to perform this work.
- b. The Contractor shall provide to the CO for approval cost and time estimate to repair all failed equipment and restores it to its required operating condition.
- c. The Contractor shall make the approved repairs within the approved time and cost estimate. Any equipment serviced shall be maintained in accordance with the Original Equipment Manufacturers' (OEM) technical specifications.
- d. The Contractor shall be product-certified on those products for which the OEM provides certification.
- e. The Contractor shall conduct preventative maintenance in accordance with the equipment manufacturer's recommendations.

Standard: Repairs are completed in accordance with the approved time and cost estimates. Maintenance is performed in accordance with manufacturer's recommendations. All services are provided in accordance with NASA and Navy standards, electronically logged, and completed on time.

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